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ABSTRACT

This course of study for housekeeping management assistant is one of a series available for use by teacher-coordinators and students in home economics cooperative education programs for grades 11 and 12. Based on job analysis interviews with hotel, motel, hospital, institutional, and domestic housekeeping personnel, this course was prepared by teachers and Instructional Materials Center staff, field-tested, and revised prior to publication. Intended for use by teachers in course planning or for independent study by students, the course outline relates tasks to general objectives and competencies needed to perform effectively on the job. The content consists of four main sections: Instructional Materials for Students, Answer Sheets for Instructional Materials Study Questions, Unit Tests, and Answer Keys for Unit Tests. Some topics covered are: (1) description of housekeeping management assistant, (2) equipment and supplies, (3) daily duties, (4) daily duties in hospitals, (5) occasional duties, (6) floor maintenance, (7) laundry procedures, and (8) child care. Most units include tasks, objectives, references, assignments, and questions, and some are illustrated with line drawings and diagrams. A bibliography is provided. (AW)

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HOUSEKEEPING MANAGEMENT ASSISTANT

Materials Prepared
by

Home Economics Instructional Materials Center
Texas Tech University

Issued
by

Texas Tech University
School of Home Economics
Department of
Home Economics Education
Lubbock, Texas

in
cooperation
with

Texas Education Agency
Department of Vocational
and Adult Education
Division of Homemaking Education
Austin, Texas

September, 1969

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U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
OFFICE OF EDUCATION

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DESCRIPTION OF
HOME ECONOMICS INSTRUCTIONAL MATERIALS CENTER

The Home Economics Instructional Materials Center was established September 1, 1967, as a continuing project. It is a cooperative project between the Division of Homemaking Education, Texas Education Agency and the School of Home Economics, Home Economics Education Department, Texas Tech University at Lubbock, Texas. The purpose of the Center is to develop a variety of instructional materials for use in vocational home economics programs.

An initial Planning Grant Project was approved by the Texas Education Agency for February 1 through August 31, 1967. The major purposes of the Planning Grant Project were (1) to assemble and catalog an occupational reference library, (2) to develop procedural steps for preparation of instructional materials, and (3) to illustrate the first sequence of these steps, that is, to develop job analyses and to list competencies needed for employability of students. This project provided a background of information for the establishment of the Home Economics Instructional Materials Center.

The present major objectives of the Home Economics Instructional Materials Center are (1) to develop a variety of instructional materials designed for use by students enrolled in home economics cooperative education programs and in pre-employment laboratory education programs in preparation for employment in occupations requiring home economics knowledge and skills and (2) to develop such other instructional materials as are needed to meet the changing emphases in other home economics programs.

Acknowledgment is given to:

Miss Louise Keller, former Consultant in Job Training, U.S. Office of Education, who directed the Planning Grant phase of the project.

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Mrs. Elizabeth Smith, Director, Division of Homemaking Education, Texas Education Agency, and Dr. L. Ann Buntin, former Chairman, Department of Home Economics Education, Texas Tech University, who conceived the original plan for establishing the Center.

Dr. Camille G. Bell, current Chairman, Department of Home Economics Education, and Dr. Willa Vaughn Tinsley, Dean, School of Home Economics, Texas Tech University, who continue to serve in an advisory capacity.

Barbara Clawson, Director
Home Economics Instructional
Materials Center

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M E M O R A N D U M

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DATE: November 25, 1969

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Provide information below which is not included in the publication. Mark N/A in each blank for which information is not available or not applicable. Mark P when information is included in the publication. See reverse side for further instructions.

(1) Source of Available Copies:
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(3) Utilization of Material:
Appropriate School Setting High school
Type of Program Home economics cooperative education high school class
Occupational Focus Occupational cluster
Geographic Adaptability United States
Uses of Material Course planning (teacher) Independent study (student)
Users of Material Teachers and students

(4) Requirements for Using Material:
Teacher Competency Home Economics teacher
Student Selection Criteria Junior or Senior in high school; male or female; enrolled in home economics gainful employment programs
Time Allotment Varies with individual student--planned for two semesters when supplemented with job orientation information.
Supplemental Media --
Necessary X
Desirable ______ (Check Which)

Describe A list of required books and pamphlets is included in the Course of Study. Sources and addresses vary for the publications.
Source (agency)
(address)

COURSE OF STUDY
FOR
HOUSEKEEPING MANAGEMENT ASSISTANT

This Course of Study is one of a series available to assist teacher-coordinators in promoting and/or teaching home economics cooperative education programs. Other Courses of Study in the series are:

- Child Care Aide
- Clothing Assistant
- Dietitian Aide
- Food Service Employee
- Home Furnishings Aide

A Course of Study consists of (1) an overview and job description, (2) a job analysis, (3) a course outline, (4) instructional materials for student use, (5) unit tests, and (6) a list of references required for use with the instructional materials.

The Course of Study for Housekeeping Management Assistant is based on the job analysis included in this set of materials. The job analysis was developed from interviews with employers and/or employees in hotels, motels, hospitals, educational institutions, and private homes. The proposed course outline for teacher use (which grew out of the job analysis) served as a guide for writing the instructional materials for student use. During the process of developing the course outline, advisory committee meetings were held to review and edit the working materials. Experienced home economics cooperative education teacher-coordinators and subject matter specialists aided in writing the student materials.

The job analysis may be used in interviews with employers and/or employees to survey the tasks performed by entry level employees in this occupation in a particular community. Results of the interviews could then be used as a basis for writing the training plans for each student.

The proposed course outline relates the tasks to the general objectives and competencies needed by students to perform effectively on the job. The competencies listed as "abilities" are to be gained primarily from on-the-job training while those listed as "understandings" are to be gained from classroom experiences.

The student instructional materials included as Section A in this Course of Study have been written to provide part of the classroom instruction and are designed to give students an increased understanding of the tasks they perform on the job. This section is also bound separately for student use.

Since students in a given class are employed in a variety of occupations, the instructional materials have been developed in such a manner that they may be used for individual study with a minimum of assistance from the teacher-coordinator. The materials are designed so students may begin with any unit. It is not necessary for them to go through the units in a particular order. They may wish to begin with the units most closely related to their jobs and then go back and study the rest of the information.

Each topic of the instructional materials begins with the task to which the topic is related and a statement of behavioral objectives. For some topics, information sheets are provided and for other topics reading assignments in related texts and pamphlets are made. Study questions and/or assignments follow the information sheet for each topic. The study questions provide an opportunity for the student to check his understanding of the information presented. The teacher-coordinator may wish to check the answers to the questions, or she may suggest that the student check his own work and then turn the work in to her.

Answers to study questions are included in Section B of the Course of Study, but they are not in the separately bound student copy of instructional materials. The special assignments, included with some topics, are also repeated on the answer sheets to remind the teacher-coordinator to check the student's progress in completing them.

Unit tests are provided in Section C and answer keys in Section D of the teacher's copy of the Course of Study. These sections are not included in the separately bound student copy of instructional materials.

Reference materials which are essential for use with the Course of Study are listed on page E-1. Copies of the books and pamphlets listed must be secured and made available for student use. An effort has been made to select references which will adequately cover the materials and provide up-to-date information related to the job.

The sources listed in the complete bibliography following the Course Units were used in developing the entire Course of Study. These materials are not required references for student use.

ACKNOWLEDGEMENTS

This Course of Study for Housekeeping Management Assistant, prepared by the Home Economics Instructional Materials Center at Texas Tech University, is the result of the combined efforts and ideas of many people, namely:

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Instructional Materials Center
Lubbock, Texas

OVERVIEW

HOUSEKEEPING MANAGEMENT ASSISTANT

The occupation of housekeeping management assistant is suggested for the student who has an interest in performing services which provide for comfort and convenience of other people. To be successful, the student should have high standards of honesty, dependability, and cleanliness. The student should also exhibit the following characteristics: willingness to work, ability to follow directions, capacity for getting along with others, good health, and personal hygiene. It is recommended that students selected for cooperative part-time training as housekeeping management assistants have a background of skills and knowledge developed through a previous enrollment for one year in comprehensive home economics.

The housekeeping management assistant works under the supervision of a housekeeper, assistant housekeeper, or a homemaker in a hotel, motel, or related business (commercial, residential, and resort); hospital, nursing home, or other health care facility; club, dormitory, or a variety of welfare and educational institutions; or in a private home. The housekeeping management assistant performs the following tasks or some combination of them: sweeps, mops, and waxes floors; vacuums and shampoos carpets; arranges, cleans, and polishes furniture and cabinets; empties glasses, ashtrays, and wastebaskets; replenishes supplies, such as towels and soap; changes linens; makes beds; washes walls, woodwork, and windows; cleans and sanitizes bathrooms; washes dishes, cleans ranges, and refrigerators; exercises proper use and care of equipment and supplies; washes, dries, irons, folds, and stores linens and clothes; cares for children; answers telephone.

With experience, self-discipline, ability to communicate with others, and willingness to work, the housekeeping management assistant may advance to a supervisory or managerial position in housekeeping. Specialized training in the housekeeping field is now offered in certain universities throughout the country. These courses include housekeeping procedures, personnel management, budget preparation, interior decoration, and purchase of housekeeping equipment and supplies. These training programs may enable persons to attain administrative positions in housekeeping.

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HOUSEKEEPING MANAGEMENT ASSISTANT JOB ANALYSIS

(Used in interviews with managers and employees of hotels, motels, apartments, nursing homes, hospitals, and homemakers)

Name of Business ______________________ Date ________________

Interviewee ____________________________ Interviewer ____________

DIRECTIONS: Please indicate with a check mark the tasks that an entry level housekeeping management assistant (an employee without previous experience) performs. In the column marked "comments", make any notations you feel will clarify procedures used in your operation.

TASKS			COMMENTS
____	1.	Familiarizes self with policies and rules of conduct for employees of this business	
____	2.	Assists other employees when necessary	
____	3.	Answers telephone, takes and records messages accurately	
____	4.	Exercises proper selection, use and care of the following equipment and supplies: Vacuum cleaners and attachments, carpet shampooers, electric floor washers, wall washing machines, dishwashers, washers and dryers, carts, mops, brooms, dispenser bottles, brushes, cleaning cloths, germicides, detergents, window cleaners, carpet shampoos, air fresheners, scouring powders, furniture polishes, water softeners, waxes	

TASKS			COMMENTS
____	5.	Observes safety precautions in use of equipment and supplies to prevent accidents	
____	6.	Reports to assigned section with pass key and occupancy report	
____	7.	Makes a preliminary check of room condition when entering	
____	8.	Performs preliminary cleaning tasks	
____	9.	Cleans and sanitizes bathroom	
____	10.	Makes beds	
____	11.	Straightens closet, checking to be sure adequate hangers, valet bags, and extra tissue are provided	
____	12.	Cleans all drawers in furniture and replenishes guest items such as stationery, menus	
____	13.	Places furniture in recommended position and rehangs draperies when necessary	
____	14.	Dusts and/or polishes furniture	
____	15.	Makes final check of room condition before leaving	
____	16.	Checks vacant rooms in assigned section and dusts furniture if necessary	

TASKS	COMMENTS
____ 17. Turns in occupancy report and pass key before leaving	
____ 18. Sorts, counts, folds, marks, and/or carries linens	
____ 19. Fills cart with supplies issued by person in charge	
____ 20. Cleans lobby, halls, lounge areas, ice machines, and dispensers	
____ 21. Loads and operates dishwasher or washes dishes by hand	
____ 22. Cleans an occupied hospital room	
____ 23. Cleans an unoccupied hospital room or discharge unit	
____ 24. Cleans an isolation unit	
____ 25. Assists in turning mattresses when directed	
____ 26. Cleans window treatments, light fixtures, and furniture	
____ 27. Washes walls, windows, and woodwork	

TASKS	COMMENTS
_____ 28. Sweeps porches and walks	
_____ 29. Cleans range top and ovens, exhaust fans, and coffee makers	
_____ 30. Defrosts and cleans interior of refrigerator	
_____ 31. Cleans and polishes kitchen cabinets	
_____ 32. Cleans and straightens closets and storage areas	
_____ 33. Sweeps, mops, and/or vacuums floors according to type flooring	
_____ 34. Shampoos carpets	
_____ 35. Waxes floors	
_____ 36. Sorts laundry	
_____ 37. Operates laundry equipment	
_____ 38. Irons and/or presses clothes	
_____ 39. Folds and stores clean linens and clothes	
_____ 40. Cares for children	

Home Economics Instructional Materials Center
Lubbock, Texas

PROPOSED COURSE OUTLINE FOR HOUSEKEEPING MANAGEMENT ASSISTANT BASED ON FINDINGS OF JOB ANALYSIS

TASKS PERFORMED AS DETERMINED BY JOB ANALYSIS	COURSE OUTLINE	GENERAL OBJECTIVES The trainee will:
Familiarizes self with policies and rules of conduct for employees of this business Assists other employees when necessary Answers telephone, takes and records messages accurately	UNIT I - What is a Housekeeping Management Assistant?	Become familiar with the tasks and competencies expected of a housekeeping management assistant Apply policies and rules of conduct to her own particular job Analyze self in terms of desirable personal characteristics needed by a housekeeping management assistant Recognize the relationship between job success and interpersonal relations

TASKS PERFORMED AS DETERMINED BY JOB ANALYSIS	COURSE OUTLINE	GENERAL OBJECTIVES The trainee will:
Exercises proper selection, use, and care of the following equipment and supplies: vacuum cleaners and attachments, carpet shampooers, electric floor washers, wall washing machines, dishwashers, washers and dryers, carts, mops, brooms, dispenser bottles, brushes, cleaning cloths, germicides, detergents, window cleaners, carpet shampoos, air fresheners, scouring powders, furniture polishes, water softeners, waxes Observes safety precautions in use of equipment and supplies to prevent accidents	UNIT II - Meet Your Helpers -- Your Equipment and Supplies	Follow correct procedures in the selection, use, and care of the equipment and supplies necessary for performing the tasks of a housekeeping management assistant Identify and use safety precautions in handling equipment and supplies
Reports to assigned section with pass key and occupancy report Makes a preliminary check of room condition when entering Performs preliminary cleaning tasks Cleans and sanitizes bathroom	UNIT III - Management of Your Daily Duties	Describe established procedures for entering and leaving rooms and private homes Accept and follow instructions from employer or supervisor concerning methods and sequences to be used when performing the cleaning tasks

TASKS PERFORMED AS DETERMINED BY JOB ANALYSIS	COURSE OUTLINE	GENERAL OBJECTIVES The trainee will:
Makes beds Straightens closet, checking to be sure adequate hangers, valet bags, and extra tissue are provided Cleans all drawers in furniture and replenishes guest items such as stationery, menus Places furniture in recommended position and rehangs draperies when necessary Dusts and/or polishes furniture Makes final check of room condition before leaving Checks vacant rooms in assigned section and dusts furniture if necessary Turns in occupancy report and pass key before leaving		Recognize and use sanitary procedures in performing all cleaning tasks Plan for efficient performance of all tasks necessary to put rooms in good order Evaluate own work habits and plan for self-improvement Recognize the value of a "spotless" and orderly appearance for public areas

TASKS PERFORMED AS DETERMINED BY JOB ANALYSIS	COURSE OUTLINE	GENERAL OBJECTIVES The trainee will:
Sorts, counts, folds, marks, and/or carries linens Fills cart with supplies issued by person in charge Cleans lobby, halls, lounge areas, ice machines, and dispensers Loads and operates dishwasher or washes dishes by hand		
Cleans an occupied hospital room Cleans an unoccupied hospital room or discharge unit Cleans an isolation unit	UNIT IV - Management of Daily Duties in Hospitals	Recognize necessity of sanitation and disinfection in hospital cleaning tasks Describe procedures for cleaning occupied, discharge, and isolation units Evaluate own work habits and plan for self-improvement

TASKS PERFORMED AS DETERMINED BY JOB ANALYSIS	COURSE OUTLINE	GENERAL OBJECTIVES The trainee will:
Assists in turning mattresses when directed	UNIT V - Management of Your Occasional Duties	Plan work so that general cleaning tasks are performed on a regular basis
Cleans window treatments, light fixtures, and furniture		Recognize when general cleaning tasks need to be performed and select proper equipment, supplies, and procedure for performing each task
Washes walls, windows, and woodwork		
Sweeps porches and walks		
Cleans range top and ovens, exhaust fans, and coffee makers		
Defrosts and cleans interior of refrigerator		
Cleans and polishes kitchen cabinets		
Cleans and straightens closets and storage areas		

TASKS PERFORMED AS DETERMINED BY JOB ANALYSIS	COURSE OUTLINE	GENERAL OBJECTIVES: The trainee will:
Sweeps, mops, and/or vacuums floors according to type flooring Shampoos carpets Waxes floors	UNIT VI - Maintenance of Floors	Recognize differences in floorings and select the appropriate method for cleaning each type Select and use proper supplies and methods for shampooing carpets
Sorts laundry Operates laundry equipment Irons and/or presses clothes Folds and stores clean linens and clothes	UNIT VII - Management of Laundry Procedures	Describe accepted procedures for use of laundry equipment and care of clean laundry
Cares for children	UNIT VIII - Care of Children	Use recommended procedures for care of children entrusted to her

Home Economics Instructional Materials Center
Lubbock, Texas

COURSE UNIT I

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

OBJECTIVES: Become familiar with the tasks and competencies expected of a housekeeping management assistant

Apply policies and rules of conduct to her own particular job

Analyze self in terms of desirable personal characteristics needed by a housekeeping management assistant

Recognize the relationship between job success and interpersonal relations

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Familiarizes self with policies and rules of conduct for employees of this business	Relate policies and rules of conduct of the business to self	Career opportunities in the housekeeping field Importance of role of a housekeeper in business Personal characteristics and abilities desired by employers Need for self-evaluation

UNIT I (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
		Business policies related to position as housekeeping management assistant
		Tasks and competencies expected of a housekeeping management assistant
Assists other employees when necessary	Work cooperatively, willingly, and enthusiastically with other employees	Attitudes that lead to success in working with and for others
		Interpersonal relationships essential to job success employer-employee employee-employee employee-public (patients, guests, visitors)
Answers telephone, takes and records messages accurately	Use appropriate telephone etiquette	Telephone etiquette

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COURSE UNIT II

MEET YOUR HELPERS -- YOUR EQUIPMENT AND SUPPLIES

OBJECTIVES: Follow correct procedures in the selection, use, and care of the equipment and supplies necessary for performing the tasks of a housekeeping management assistant

Identify and use safety precautions in handling equipment and supplies

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Exercises proper selection, use, and care of the following equipment and supplies: vacuum cleaners and attachments, carpet shampooers, electric floor washers, wall washing machines, dishwashers, washers and dryers, carts, mops, brooms, dispenser bottles, brushes, cleaning cloths, germicides, detergents, window cleaners, carpet shampoos, air fresheners, scouring powders, furniture polishes, water softeners, waxes	Select, use, and care for equipment and supplies	The proper equipment and supplies to use in performing tasks Correct use of a variety of equipment and supplies General procedures to follow in caring for equipment and supplies

UNIT II (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
Observes safety precautions in use of equipment and supplies to prevent accidents	Recognize safety hazards that may cause accidents	Safety practices necessary in using equipment and supplies Principles of body mechanics

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COURSE UNIT III

MANAGEMENT OF YOUR DAILY DUTIES

OBJECTIVES:

Describe established procedures for entering and leaving rooms and private homes

Accept and follow instructions from employer or supervisor concerning methods and sequences to be used when performing the cleaning tasks

Recognize and use sanitary procedures in performing all cleaning tasks

Plan for efficient performance of all tasks necessary to put rooms in good order

Evaluate own work habits and plan for self-improvement

Recognize the value of a "spotless" and orderly appearance for public areas

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Reports to assigned section with pass key and occupancy report	Read and interpret occupancy reports	Symbols and terms used to indicate the occupancy status of rooms
	Accept responsibility for pass key	Importance of pass key

UNIT III (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
Makes a preliminary check of room condition when entering	Recognize room damage and identify missing items	Procedures used to enter rooms Procedures for reporting room damage and missing items Importance of checking furniture placement and condition Procedures for handling "lost and found" items Suggested procedures and reasons for adjusting windows or heating/cooling equipment
Performs preliminary cleaning tasks	Collect and empty trash, ash trays, partially filled glasses, pitchers, and ice buckets	Procedure for collecting and emptying trash and glasses
	Remove and replace bulbs when necessary	Safety procedures to follow in removing and replacing bulbs
	Remove soiled linens and deposit in designated place	Procedure for removing bed lin Careful and sanitary handling of linens
Cleans and sanitizes bathroom	Use a variety of cleaning and sanitizing supplies	Purpose of sanitizing bathroom Procedure for cleaning and sanitizing bathroom
Makes beds	Put clean linens on bed quickly and efficiently	Method of bedmaking required by the employer

UNIT III (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
Straightens closet, checking to be sure adequate hangers, valet bags, and extra tissue are provided	Make closet and furniture drawers look neat and provide adequate supplies	Supplies necessary for the comfort of the guest
Cleans all drawers in furniture and replenishes guest items, such as stationery, menus		
Places furniture in recommended position and rehangs draperies when necessary	Move furniture and hang draperies	Recommended furniture and drapery placement
Dusts and/or polishes furniture	Use vacuum attachments or dust cloth and furniture polish	Methods of dusting and polishing furniture
Makes final check of room condition before leaving	Evaluate own work	Standards of cleanliness to be met in hotels, motels, homes, nursing homes, and hospitals
		Procedures for final room check

UNIT III (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
Checks vacant rooms in assigned section and dusts furniture if necessary	Evaluates condition of vacant rooms and performs any task necessary to put room in good order	Reasons for checking vacant rooms
Turns in occupancy report and pass key before leaving	Write and keep accurate records	The purpose and value of keeping records Necessity for returning pass key and turning in required reports
Sorts, counts, folds, marks, and/or carries linens	Sort, count, write, and record number of linens accurately; fold and carry linens neatly	Value of linens and necessity of handling them properly Types of reports to record linen supply
Fills cart with supplies issued by person in charge	Select necessary number and kinds of supplies for following day's work	Supplies necessary for a day's work Importance of arrangement of supplies on cart
Cleans lobby, halls, lounge areas, ice machines, and dispensers	Performs general cleaning tasks in an efficient manner	Value of public areas appearing clean and neat at all times and procedures for cleaning these areas
Loads and operates dishwasher or washes dishes by hand	Wash, rinse, and drain dishes or operate a dishwasher in a sanitary way	Methods for loading and operating a dishwasher Sanitary methods of hand dishwashing

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COURSE UNIT IV

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

OBJECTIVES:
- Recognize necessity of sanitation and disinfection in hospital cleaning tasks
- Describe procedures for cleaning occupied, discharge, and isolation units
- Evaluate own work habits and plan for self-improvement

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Cleans an occupied hospital room	Perform tasks in a way that prevents spread of infection	Reasons for disinfecting Conditions affecting bacterial growth Types and uses of disinfectants
	Clean hospital rooms following recommended procedures	Procedures for cleaning occupied rooms
	Deal with patients in a pleasant, professional manner	Guidelines for dealing with patients

UNIT IV (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
Cleans an unoccupied hospital room or discharge unit		Methods for cleaning discharge and unoccupied units
	Evaluate appearance of room	Importance of checking appearance and placement of furniture and supplies after cleaning room
Cleans an isolation unit	Clean an isolation unit following recommended procedures	Two types of isolation
		Techniques of isolation
		Procedures for cleaning occupied and discharge isolation units
	Handle contaminated laundry to avoid infection	Procedures for handling contaminated laundry
	Use different methods of terminal disinfection	Types of terminal disinfection and procedures for using each type
	Use isolation gown and mask	Use of isolation gown and mask
	Operate fogging machine	Purpose and use of fogging machine

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COURSE UNIT V

MANAGEMENT OF YOUR OCCASIONAL DUTIES

OBJECTIVES: Plan work so that general cleaning tasks are performed on a regular basis

Recognize when general cleaning tasks need to be performed and select proper equipment, supplies, and procedure for performing each task

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Assists in turning mattresses when directed	Lift and turn mattress over	Procedure to follow in turning mattresses
		Reason for and frequency of turning mattresses
Cleans window treatments, light fixtures, and furniture	Clean window treatments and light fixtures	Procedures to follow when cleaning light fixtures, window shades, venetian blinds, and draperies
	Select correct method for cleaning different kinds of furniture	Techniques of spot cleaning upholstered furniture
		Methods for cleaning upholstered, wood, and metal furniture

UNIT V (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
		Types of polishes to use on different wood finishes
Washes walls, windows, and wood work	Use proper equipment and supplies for washing walls, windows, and wood work	Efficient and sanitary methods for washing walls, windows, and woodwork
Sweeps porches and walks	Use a broom effectively	Correct selection of broom for the task
Cleans range tops and ovens, exhaust fans, and coffee makers	Remove grease and grime without damage to range or oven finish	Methods and cleaning supplies for cleaning ranges, ovens, and exhaust fans
		Procedures for cleaning coffee makers
Defrosts and cleans interior of refrigerator	Remove ice build-up from freezer and wash interior walls, shelves, and drawers	Efficient methods of frost removal and cleaning of refrigerators
Cleans and polishes kitchen cabinets	Select and use correct supplies for cleaning and polishing kitchen cabinets	Supplies and methods to use in cleaning kitchen cabinets
Cleans and straightens closets and storage areas	Arrange closets and storage areas neatly	Principles of storage
		Importance of efficient and neat storage arrangements

COURSE UNIT VI

MAINTENANCE OF FLOORS

OBJECTIVES: Recognize differences in flooring and select the appropriate method for cleaning each type

Select and use proper supplies and methods for shampooing carpet

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Sweeps, mops, and/or vacuums floors according to type flooring	Clean different types of flooring using proper method of cleaning	Major categories of flooring and acceptable methods for cleaning each type Different types of mopping Procedures for dusting, mopping, and scrubbing
Shampoos carpets	Use carpet shampooer or shampoo by hand with suitable supplies	Relationship between care and durability of carpet Difference between a "dry" and "wet" shampoo and procedures for performing each

UNIT VI (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
Waxes floors	Select and use recommended wax and method of application according to type floor	Methods of stain removal and appropriate use for each method Differences in types of waxes Procedures used for waxing floors Principles of motion economy Work simplification methods in relation to floor care

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COURSE UNIT VII

MANAGEMENT OF LAUNDRY PROCEDURES

OBJECTIVE: Describe accepted procedures for use of laundry equipment and care of clean laundry

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Sorts laundry	Decide what fabrics and colors may be laundered together	Types of fabrics and colors which can be safely laundered together Types of soil Effects of various laundry supplies and different water temperatures on fabrics and colors Types of pre-treatment for stain removal
Operates laundry equipment	Use washer and dryer correctly	Methods of loading laundry equipment and selecting water levels, temperatures, and time Purposes of parts of dryer

UNIT VII (Continued)

TASKS	ABILITY TO:	UNDERSTANDING OF:
		Procedures for using dryer
		Correct procedure for cleaning special articles
		Difference between soaps and syndets and "mild" and "heavy duty" products
		Purpose and use of fabric softeners and bleaches
		Relationship between type of detergent, water temperature, and washing time
Irons and/or presses clothes	Use an iron efficiently	Efficient methods of ironing
		Convenient arrangement of equipment for ironing
Folds and stores clean linens and clothes	Fold clothes and linens neatly	Methods of folding to prevent wrinkles
	Put laundry away carefully	Suitable storage of clean clothes and linens

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COURSE UNIT VIII

CARE OF CHILDREN

OBJECTIVE: Use recommended procedures for care of children entrusted to her

TASKS	COMPETENCIES NEEDED TO PERFORM TASKS IN TERMS OF	
	ABILITY TO:	UNDERSTANDING OF:
Cares for children	Provide capable care for children when parents are not present	Children and their needs

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INSTRUCTIONAL MATERIALS
FOR
STUDENTS

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WHAT IS A COURSE OF STUDY?

INTRODUCTION TO STUDENTS

Betsy: What's this new Course of Study we're going to be using in our HECE (Home Economics Cooperative Education) class all about? The cover looks great, but I don't know about what's inside.

Kathy: I think it's going to be a big help to us both in class and on our jobs. We'll use it in class on the days when we're supposed to study about our particular jobs.

Betsy: That should help, I guess. What do we do--start at the beginning and go clear through it?

Kathy: Not necessarily. It's divided into units and topics related to tasks we might perform on our jobs. After going through the first unit we can skip to any unit we want to that has something to do with our job.

Betsy: You mean I don't have to go through all of it? That sounds great!

Kathy: Well, since jobs vary so much and the authors tried to include information for different kinds of jobs, there may be some units that won't apply to us right now. But I think it helps to know what else is going on where we work or what some of the other job opportunities are. The more we know, the more successful we'll be on our jobs and the better chance we'll have to get a job somewhere else if we move away from here.

Betsy: I suppose you're right about that. Besides, I noticed some units, like the one on floors that would apply in one way or another to everyone employed as a housekeeping management assistant.

Now I have another question. I saw references listed at the beginning of some of the topics. Do we have to read those? Isn't the same information in the Course of Study?

Kathy: No, the references include different information so it's important that we read them as well as what's in the Course of Study. I know it's a bother to get the references sometimes, but there would be no point in putting something in the Course of Study that was already in print. Besides, I've found some information that wasn't assigned in the references that was helpful to me.

Betsy: I saw questions at the end of each topic, but assignments only after some topics. What's the difference? They both sound like work to me.

Kathy: The questions are to help us see if we understand what we've read, while the assignments give us a chance to apply what we've read to our jobs. The assignments help us see how the things we've learned relate to what we do. There's no right or wrong answer to an assignment--what we do is left up to us. Any more questions?

Betsy: Not right now. I want to do well on my job and I think this Course of Study will help me. I'm ready to get started on Unit I, and then I think I'll try the Unit on equipment.

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UNIT I-1

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT:	Career Opportunities
OBJECTIVES:	Be able to (1) investigate the opportunities for jobs and advancement in this occupational area (2) determine possible avenues for receiving additional training
REFERENCES:	Supplementary: Futures Unlimited in Executive Housekeeping. National Executive Housekeeper's Association, Inc. Gallipolis, Ohio: National Executive Housekeeper's Association. Your Career in the Hotel-Motel Industry. Educational Institute of the American Hotel and Motel Association. New York, New York: American Hotel and Motel Association.

Did you know that as a housekeeping assistant you are entering a field with futures unlimited? The training which you will receive as a housekeeping management assistant will be invaluable to you as a stepping stone to challenging job opportunities in the field of executive housekeeping. One executive housekeeper recently remarked, "I started my training as a young girl. The things I learned help me every day to be prepared to meet and talk on equal terms with everyone I come in contact with, be it maid or houseman, doctor, nurse, manager, administrator, sales representative, patient, or guest. It is encouraging to me to see young people with ideas, interest, and enthusiasm entering this ever-expanding profession."

As the length of the work week in our nation decreases, families have more time to travel and explore. As they travel they occupy many temporary residences; some are impressive, others shoddy and ill-kept. The features that cause these families to return again and again to the same place are the services they receive and the cleanliness and appearance of the establishment. Who do you think determines the care these areas are given? Most of the time it is not the manager, but a highly qualified housekeeper! In many establishments the quality of the services provided by the housekeeper can make or break a multi-million dollar business.

The demand for executive housekeepers across our nation is overwhelming. Hospital administrators are constantly looking for qualified housekeepers. The job of keeping everything aseptically clean is one of the most crucial tasks in the operation of a hospital. With the increased demand for the services offered by hospitals, the need for housekeepers continues to grow.

As indicated in the preceding paragraphs, the greatest number of job opportunities for executive housekeepers is to be found in hotels, motels, and hospitals. Housekeeping positions may, however, also be found in apartment hotels, resort hotels, country clubs, university residence halls, city clubs, steamships, government buildings and industrial establishments, and a few large church organizations. More jobs, more recognition, and higher standards of education are now prospects for executive housekeeping. You are entering an exciting and potentially high-salaried profession.

The acute shortage of personnel makes career possibilities extremely attractive providing you have the necessary qualifications. Before business became so complex and competitive, hotels, motels, and hospitals promoted employees from within who held lower ranking positions. This is still true in some areas, but if you are aiming at the top, practically every organization concerned with the profession agrees that your on-the-job training should be followed by--EDUCATION--the more, the better.

Excellent short courses and extension courses are being offered in almost all sections of the United States. Some of these are free; they range in length from one week to six months. A two year course offering an associate degree is now being offered in some junior and community colleges. At the present time several universities are offering a degree in institutional management followed by a year of internship. More of these programs are expected to be included in college curricula in the near future. Whatever the degree, additional education will eventually lead to more responsible, higher salaried positions.

One should beware of high-pressure salesmen offering expensive short courses. Information on accredited courses may be secured by contacting your local school or university or by writing the State Director of Vocational Education, Department of Education, in your state capitol. Further information may be obtained by writing The American Hotel and Motel Association, 221 W. 57th Street, New York, New York; The National Executive Housekeepers Association, Business and Professional Building, Gallipolis, Ohio 45631; or American Hospital Association, 840 Lake Shore Drive, Chicago, Illinois 60611.

The progress you make in this field depends upon you. With enough desire and ambition you can advance from your present training position as a housekeeping assistant all the way to the top--as an executive housekeeper. You are entering a field with an unlimited future!

ASSIGNMENT:

Investigate career opportunities in housekeeping by writing letters to the American Hotel and Motel Association, the National Executive Housekeepers Association, and American Hospital Association, requesting additional information. The addresses are given above. Show these letters to your teacher-coordinator before you mail them.

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UNIT I-2

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: What Kind of Housekeeping Management Assistant Would You Be?

TASK: Assists other employees when necessary

OBJECTIVES: Be able to (1) identify characteristics essential to success as housekeeping management assistants
(2) evaluate self in relation to desirable characteristics

REFERENCE: Supplementary: Loeb, Robert H. Jr. Manners at Work. New York, New York: Association Press, 1967. pp. 51-70.

Personal characteristics are one of the factors employers consider when selecting housekeeping personnel. Since these personnel often come into close contact with the patients or guests in the establishment, their appearance, manners, and attitudes are most important to the success of the business. The impressions guests or patients form of the employees may influence their decision about returning to the establishment.

ASSIGNMENTS:

I. What kind of a housekeeping assistant will you make? You can take stock of yourself and find out. Answer the following questions honestly, and see how you rate.

WHAT DESIRABLE CHARACTERISTICS DO YOU HAVE TO OFFER?[1]

	YES	NO	
1.	_____	_____	Do you have a real willingness and desire to learn new skills and new ways of doing things?
2.	_____	_____	Can you apply yourself to a job without being easily bored or distracted?
3.	_____	_____	Can you adapt to new and unexpected situations easily?

---

[1] Some of the items in this check list were adapted from Hospital Housekeeping Aides. Lexington, Kentucky: Instructional Materials Laboratory, 1968. pp. 31-32.

	YES	NO	
4.	____	____	Can you meet a complaint with a good humored reply and not an argumentative answer?
5.	____	____	Can you work under pressure, when necessary, without becoming nervous and upset?
6.	____	____	Are you friendly to everyone with whom you come in contact?
7.	____	____	Do you have confidence in your abilities?
8.	____	____	Are you emotionally stable, capable of taking things in your stride?
9.	____	____	Are your job plans in keeping with your own capacities and the opportunities employers have to offer?
10.	____	____	Do you have a sense of duty and responsibility?
11.	____	____	Are you reliable? Can you be depended upon to do a job satisfactorily?
12.	____	____	Can you refrain from discussing confidential matters with others?
13.	____	____	Do you avoid gossip about business matters?
14.	____	____	Are you willing to cooperate with all of your fellow workers?
15.	____	____	Can you cooperate with the supervisory and management personnel?
16.	____	____	Do you give careful attention to even the routine details of your job or do you neglect the things you do not like?
17.	____	____	Do you go ahead and complete necessary detail work without being told--or do you always need to be told what to do?
18.	____	____	Can you follow directions willingly and accurately?
19.	____	____	Do you leave personal problems at home so you can give your full attention and effort to your job?
20.	____	____	Are you always on time to work; do you get up early enough to avoid having to rush?
21.	____	____	Do you get enough sleep so that you do not have that "tired feeling" at work?
22.	____	____	Do you return promptly from break time or lunch period?

	YES	NO	
23.			Can you work without constant supervision?
24.			Do you ask questions about things you do not understand?
25.			Do you work until the job is finished even if it requires staying over-time?
26.			Do you go to work even when you feel blue or "not up to par" and resist pretending you are sick?
27.			Do you always notify your supervisor when it is necessary for you to leave your station?
28.			Do you resist the urge to borrow money from co-workers?
29.			Can you complete a job once you start it?
30.			Are you a pleasant person to work with?
31.			Do you like people?
32.			Are you neat in appearance?
			a. Hair clean and neatly combed?
			b. Complexion clean and limited make-up neatly applied?
			c. Teeth brushed and breath pleasant?
			d. Fingernails short, clean, and well manicured?
			e. No body odor?
			f. No jewelry other than a watch or ring?
			g. Shoes comfortable and polished?
			h. Dress clean and pressed?
			i. Undergarments clean?
			j. Stockings clean and without runs?

BOOSTING THE SCORE

How did you do? If you answered yes to at least twenty-five of the questions, you have the characteristics necessary to be a good employee. All you need now are the necessary skills and training.

If, on the other hand, you answered no to more than a few of the questions, you have some work to do. These are your weak spots, the things about you that can stand improvement. You can go into "job training" right now by deciding to make these improvements in yourself. Select three or four areas in which you need improvement and keep a record of your progress in these areas.

II. A. From the characteristics listed below write down five to eight of those that you like most in people and five to eight of those that you like least in other people.

Cheerful
Pleasant
Friendly
Sincere
Honest
Loyal
Courteous
Kind
Considerate of others
Optimistic
Enthusiastic
Tolerant
Unselfish
Showing self control
Having a sense of humor
Modest
Cooperative

Unpleasant
Complaining
Unfriendly
Indifferent
Looking out for self
Curt
Careless
Unorderly
Pessimistic
Intolerant of other's opinions
Lacking control
Stubborn
Bragging
Self-centered
Unwilling to compromise

B. From the list you have made, pick out the ones that are most like you.

C. Did any of the terms that describe you come from your list of least-liked characteristics? If so, make a plan for improvement in these areas and occasionally discuss your progress with your teacher.

III. What do the following terms mean to you?

a. Dependability?
b. Courtesy?
c. Tact?
d. Initiative?

Explain how you can apply these characteristics at your training station. You may refer to Being a Housekeeping Aide, pp. 1:9 and 1:10 for examples, if you wish.

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Lubbock, Texas

UNIT I-3

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Tasks and Responsibilities

OBJECTIVES: Be able to (1) describe the tasks assigned to the housekeeping management assistant in her place of employment
(2) recognize that tasks are similar but methods are different in various jobs

Your supervisor may be an executive housekeeper who conducts the many facets of housekeeping on a large scale in public institutions. Hotels, motels, hospitals, clubs, residence halls, schools, government buildings, and industrial establishments benefit when the housekeeping department keeps the surroundings attractive and sanitary.

The scope of your duties as a housekeeping assistant will vary according to the size and type of institution in which you are employed. In hotels, motels, clubs, and residences, guests are generally healthy and able-bodied, capable of making their wants known. While sanitary conditions are of utmost importance in these situations, emphasis is also placed on building good public relations; creating an atmosphere of efficient, unobtrusive service, and on making the surroundings so attractive that guests will want to come again and again.

Duties assigned to housekeeping management assistants in hotels and motels may include: reporting to assigned section with pass key and occupancy reports, making a preliminary check of the room, cleaning the room following recommended procedures, checking the room condition after cleaning, helping in the linen room, filling the cart with supplies, and cleaning public areas.

In striking contrast to the "selective" guest in a hotel, the patient in the hospital is "captive" for he is there because he must be. True, he can usually base his hospital choice on the professional reputation of an establishment, but upon entering its doors, the patient and his family are in a position to appraise and evaluate the hospital on the basis of what they see. There is no verdict that will leave an unfavorable impression any quicker than, "This hospital is not clean!" A hospital not only has to be clean, it has to be aseptically clean so that the danger of infecting the patient and/or employees is reduced to a minimum.

The housekeeping management assistant in a hospital or nursing home may assume some of these duties: clean and sanitize furnishings in the patient rooms, dry and wet mop floor in patient rooms and bathrooms, clean and sanitize bathrooms, spot clean walls, and report repairs needed to supervisor.

One may be employed in university residence halls, apartment hotels, resort hotels, and country clubs, in which members both live and play. The housekeeping assistant in these establishments who has a flair for the work should have little difficulty performing the variety of tasks she is called upon to do in any of these situations. The duties performed by this employee would be similar to those of the person who works in a hotel or motel.

Housekeeping management assistants may also be employed in the home. This position will probably include a wider variety of tasks than in some of the other places of employment. These tasks may include: thorough cleaning of the entire house, loading and operating the dishwasher, cleaning range tops and ovens, defrosting refrigerators, cleaning closets and storage areas, shampooing carpets, waxing floors, operating laundry equipment, and caring for children.

The three major categories into which all of these duties fall, regardless of place of employment, are (1) cleaning assigned areas so they meet the standards set by the employer, (2) using equipment and supplies properly, and (3) working in a way that will promote safety for both the employee and the guests, patients, or residents.

Hints to follow in the performance of one's duties are:

1. Analyze each task and then outline efficient procedures to follow.
2. Think like a person of action, act like a person of thought.
3. Abide by institutional policies for employees.
4. Develop a positive attitude which will contribute to good morale in the housekeeping department.
5. Respect the abilities of others.
6. Try to understand the problems of other departments.
7. Be pleasant with regard to constructive criticism.
8. Be willing to acknowledge and correct mistakes.
9. Maintain flexibility and serenity in meeting the unexpected.
10. Maintain an "open door" policy in discussing common problems.
11. Be willing to accept additional responsibilities, such as staying overtime a few minutes to finish a particular task.
12. Discuss your ideas with your training sponsor; they may be as helpful to others as they are to you.
13. Respect the positions and orders of employees in other departments. Discuss any problems with your teacher-coordinator or training sponsor.

14. Always support the institution you serve. If you cannot show 100 per cent loyalty to your institution, visitors, patients, or guests, seek employment where you can support the policies.

15. Always be well-groomed, neat, clean, and appropriately dressed.

QUESTIONS:

1. The tasks and responsibilities of the housekeeping management assistant fall into what three major categories?

ASSIGNMENT:

Develop a check list for the daily and weekly tasks that you perform at your training station. Discuss with your teacher the kinds of information you need in order to be able to do a satisfactory job.

Home Economics
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UNIT I-4

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Your Attitudes Are Showing!

OBJECTIVES: Be able to
(1) describe how attitudes affect a job
(2) analyze self and improve attitudes, when necessary
(3) recognize attitudes that can lead to better relationships with employers, other employees, and the public

REFERENCES: Required: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 1:10-14.

Supplementary: Chapman, Elwood N. Your Attitude Is Showing. Chicago, Illinois: Science Research Associates, 1964.

Clark, Thaddeus B. What Is Honesty? Chicago, Illinois: Science Research Associates Inc., 1952.

It is possible to begin as a trainee in the housekeeping field and through initiative, ability, and training, advance to the position of assistant housekeeper and eventually to the level of executive housekeeper. You probably have observed already that some people advance in their jobs and others seem to stay on the same level, in some instances for a lifetime. What causes some to succeed while others do not? Is it luck? Is it knowing the right people? Those who fail to progress generally have this attitude. They continually blame other people for their own failure to progress. Many times they resent the progress others make--as they sit back and fail to do their best--and wonder why the "boss is playing favorites." Many of these people work hard when the boss is around but seem to find a cozy spot to rest when he leaves. These are the people who fail to advance and cannot understand why.

No matter how insignificant your job may seem, it is a stepping stone to future occupations. Each day contributes to the impression your employer forms of you. This impression affects the recommendations he will make of you, which in turn may influence your future opportunities for employment. Employers have learned that the pattern an employee develops in his early years of employment is often the one he follows in future jobs. For example, Betty called in on several occasions giving rather flimsy excuses for missing work. This gave the employer that idea that she was not interested in her job. At a later date when it became necessary for him to reduce the number of his employees, Betty happened to have a case of the flu. Even though her excuse was legitimate this time, she had abused her working privileges so many times that she was the one her employer released. The confidence an employer has in an employee must be earned--it does not come automatically. If you want him to believe you in the future, you must be honest with him today.

The world of employment resembles a process of continuous sifting. Those who display negative attitudes fall through the sifter, but those who do their best every hour of every day, whether anyone is watching or not, continue to rise. The road to success is sometimes a rough one, but a positive attitude helps one through difficult spots. Remember, the day the opportunity for advancement presents itself is too late to start developing desirable qualities and attitudes. Start doing your best now; the things you learn will be stepping stones to greater responsibility and opportunity.

Do you now see the reasons for developing a positive attitude? The first step is to "back off" and take an honest look at yourself. No one else can do this for you; in fact, you would probably resent it if he did! The information presented on the following pages is designed to help you check your attitudes.

HOUSEKEEPING ASSISTANT PLEDGE[1]

Courtesy of Clifford Hess, St. Elizabeth Hospital, Covington, Kentucky

Believing that the institution has a real need of my services as an employee:

- * I will be conscientious in the fulfillment of my duties and accept supervision graciously.
- * I will conduct myself with dignity, courtesy, and consideration.
- * I will consider as confidential all information which I may hear directly or indirectly concerning a patient, guest, or any member of personnel, and will not seek information in regard to a family.
- * I will take any problems, criticisms, or suggestions to my supervisor.
- * I will endeavor to make my work the highest quality of which I am capable.
- * I will report on duty promptly, in full uniform, neat and clean at all times.
- * I will uphold the traditions and standards of the institution and will interpret them to the community at large.

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[1] Adapted from Hospital Housekeeping Aides. Lexington, Kentucky: Instructional Materials Laboratory, 1968. p. 33.

I-4

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Instructional Materials Center
Lubbock, Texas

HOW TO GET FIRED[1]

Adapted from: *Seven Keys to Getting and Holding a Job* by Lyons and Martin

Talk back to the boss
Resent criticism
Loaf in locker or rest rooms
Break rules and policies
Don't pay your bills
Borrow money from co-workers
Fight with your associates
Get sloppy in work and habits
Take some days off without permission
Take extra long for lunch
Smoke when not permitted
Live beyond your means
Get a bad personal reputation
Let down in appearance

DESIRABLE ATTITUDE CHECK LIST[2]

1. _____ Do I work to the best of my ability?

2. _____ Do I have a definite program for improving my skills and services?

3. _____ Do I feel that I am doing something worthwhile?

4. _____ Do I like to serve the public?

5. _____ Do I put myself in the other fellow's position and try to understand his point of view?

6. _____ Do I listen to myself and try to hear myself as others hear me?

7. _____ Am I able to laugh at myself?

8. _____ Do I take pride in a job well done, no matter how small?

9. _____ Am I willing to work at any task assigned?

10. _____ Am I willing to help others when the need arises or when I have finished my tasks?

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[1] This is adapted from information which appeared in the *Illinois Teacher of Home Economics*, Volume VIII, No. 3, pp. 141, 142.

[2] This is adapted from *You and Your Public Relations*. Madison, Wisconsin: State Board of Vocational and Adult Education, 1961. p. 71.

QUESTIONS:

1. This is Linda's first day as a housekeeping assistant performing the task of cleaning some rooms by herself. In your own words, give Linda some advice concerning her relationships with patients. List the six things you feel are most important.
   a.
   b.
   c.
   d.
   e.
   f.

2. Susan hopes to be an executive housekeeper someday. She realizes her relationships with the staff are very important. What are four guide lines for her to follow according to Being a Housekeeping Aide?
   a.
   b.
   c.
   d.

3. Suppose Susan worked in a motel instead of a hospital. Which of the guide lines given in question 2 would still apply?

UNIT I-5

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Job Description and Business Policies

TASK: Familiarize self with policies and rules of conduct for employees of this business

OBJECTIVES: Be able to (1) recognize advantages and disadvantages of the housekeeping field
(2) identify and explain the various payroll deductions
(3) explain policies used in a particular job regarding dress, absences, vacations, and employee benefits

Let's take a look at the pros and cons of a career in the housekeeping field. It is a position which requires creative talent and is a challenge to one's resourcefulness, initiative, humor, and tact in meeting many kinds of persons and situations. Since it is possible to begin as a trainee and through ability, initiative, and education advance to assistant housekeeper positions (sometimes called inspectress) and eventually to the executive level, information about this type of position is discussed in this section.

Executive housekeeping, being a fairly new profession, has no standard salary scale. Salaries vary according to the size of the establishment, the amount of responsibility, and the experience, education, and capability of the individual. Nearly all housekeepers agree that, regardless of the starting salary, the maximum received depends, to a large extent, upon the individual's ability and initiative.

Executive housekeepers generally work a forty-hour week. In some instances, however, where the work is seasonal (resort hotels, summer camps) or where peak loads are encountered, longer hours may be necessary to meet the demand for services.

The executive housekeeper receives all of the fringe benefits enjoyed by other employees, such as annual and accumulative sick leave, health services, and hospitalization insurance. Other benefits usually include a paid vacation and the privilege of attending the conventions and organization meetings pertinent to the job. One of the major advantages of reaching the level of executive housekeeper in hotels or motels is the fact that many institutions provide laundry service, meals, and housing, usually a comfortable suite or apartment, for the executive housekeeper.

The road to professional status as an executive housekeeper is a challenging one. Working conditions, however, vary within each hospital, hotel, institution, or home. Managers are now beginning to recognize the advisability of consulting the housekeeper in the overall planning of the building, rebuilding, or additions to be made. The result is that the executive housekeeper is now likely to have well planned accommodations for herself and her staff, adequate equipment, and sufficient storage space.

Disadvantages of the position are the constant demands which are made upon the housekeeper's time and strength, the innumerable interruptions, and the many tasks she is expected to perform. Despite these disadvantages, most executive housekeepers are happy in this field and have no desire to change to another.

Additional information on employment opportunities, training, working conditions, and policies can be obtained from: National Committee on Household Employment, 1346 Connecticut Ave. NW, Washington, D.C. 20036.

POLICIES AND RULES OF CONDUCT

As an employee, you should be familiar with some of the legal aspects of employment. As you are probably aware, if you multiply the number of hours you work by the hourly rate you are paid, this is not the amount of your check. Deductions which are automatically taken from your paycheck are social security and federal withholding tax. Other optional deductions might be health or hospitalization insurance, savings plans, or contributions to community fund drives.

All employees must have a social security number. An application form may be obtained from the Social Security Administration office, or if desired, the form will be mailed to the applicant upon request. In smaller cities and towns where there is no Social Security office, the application form is usually available at the post office. After the form is completed, it is sent to the nearest Social Security Administration office. In return, the Social Security Administration will send the applicant a social security card with an identifying number on it. This number is assigned permanently and cannot be changed for any reason.

The required amount of money for the social security tax will be taken out of each paycheck. The employer will match this amount with an equal amount and send both to the Department of Internal Revenue. The social security tax removed from your earnings and paid by your employer will be returned to you in monthly payments at the time of your retirement.

Regulations require that federal income tax be withheld from each paycheck. When an employee is hired, he is required to fill out a W-4 form giving his name, home address, social security number, and the number of dependents he is entitled to claim as exemptions. The employer will then withhold the required amount of income tax and send it to the Department of Internal Revenue. The amount withheld is based upon a certain percentage of the total (gross) income and the number of dependents. Each year an income tax return is filed with the Bureau of Internal Revenue. At that time any overpayment is refunded or additional payment is made, if required. Additional information on filing income tax returns may be obtained from the nearest Department of Internal Revenue.

Each business has its own rules and policies in regard to such items as employee conduct, absences, and vacations. When you begin on a job, be sure there is a clear understanding about wages; hours; time off, if any; sick leave; use of locker rooms; and care of uniforms. You will also feel more comfortable if you know where you stand on such things as general rules of conduct governing lost and found articles; behavior expected when cleaning rooms; rules governing removal of any articles, papers, and magazines from rooms; and use and misuse of keys.

QUESTIONS:

1. Identify and explain items which might be removed from one's paycheck.
2. What are some of the advantages and disadvantages of a future in the field of housekeeping?

True or False

_____ 3. The application form for a social security number can be obtained only at a Social Security office.

_____ 4. The application form for a social security number may be sent to the nearest Social Security office or the local post office.

_____ 5. The social security number sent to an applicant is permanent.

_____ 6. The employee pays the entire amount of the social security tax.

_____ 7. Federal income taxes are taken out of each paycheck by the employer.

_____ 8. A W-4 form gives the employee's name, home address, social security number, and number of dependents.

ASSIGNMENT:

Explain the policies of your training station regarding dress, absences, vacations, employee benefits.

UNIT I-6

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT:	Telephone Etiquette
TASK:	Answers telephone, takes and records messages accurately
OBJECTIVES:	Be able to (1) identify telephone etiquette which is appropriate in her particular job (2) analyze own telephone etiquette
REFERENCE:	Win More Friends by Telephone. American Telephone and Telegraph Company. 1962.

On the telephone you are the voice of your establishment. The person calling cannot see your smile or your facial expression. He can only draw his impression from your voice and manner. If your voice is warm and friendly, and you are courteous and tactful, he will enjoy dealing with you and your company.

If you are employed in a home, you should record messages accurately and place them in an obvious location. Should the hall phone ring in a hotel or motel, it should be answered as quickly as possible to avoid disturbing the guests and to reduce the time spent by the operator or linen room attendant who may be trying to reach you.

The following information will help you improve your telephone etiquette:

1. Answer promptly. Be ready to talk as soon as you pick up the receiver. Speak directly into the phone in a normal voice. Hold the phone mouthpiece about one inch from the mouth. Enunciate clearly. A smile or frown can be detected by the person who is talking with you on the phone.
2. Identify yourself. Give the name of your station, followed by your name. Instructions may vary at each motel, nursing home, or institution.
3. Take calls for others courteously. If the person called is unable to answer the phone, give sufficient explanation such as, "I am sorry, Mrs. Franklin is talking on another line." Offer a choice between waiting and having the call returned. For example, "Would you care to hold the line or may I ask Mrs. Franklin to return your call?" Another important rule is to WRITE ALL INFORMATION DOWN. Do not trust your memory--you might not be around to deliver a verbal message!

4. Take messages accurately. Keep pad and pencil available for taking messages. Request, rather than demand information, i.e., "May I tell her who is calling?" Repeat information to make sure it is correct. Be sure to write down the time of the call, especially if the person called for is out of the office.
5. Handle complaints tactfully. When you answer the phone, you represent your employer. Adopt a pleasant, helpful attitude. Listen carefully and remain calm and friendly. Avoid blaming others or taking matters personally. If mistakes are made, apologize. Be ready to give information or assistance.

DID I MAKE TELEPHONE FRIENDS TODAY?[1]

YES NO

1. _____ _____ Was I courteous in all my telephone contacts?
2. _____ _____ Did I answer all calls promptly?
3. _____ _____ Did I identify my department in answering each call?
4. _____ _____ Did I remember that business phones are not for personal use?
5. _____ _____ Did I listen attentively?
6. _____ _____ Did I transfer the call by moving the receiver hook up and down slowly three times, pausing, and repeating when necessary?
7. _____ _____ Did I speak clearly and distinctly?
8. _____ _____ Did I take the number and call back as soon as possible when it was necessary to take some time to secure the information called for?
9. _____ _____ Did I have a pad, pencil, and necessary records in a convenient location?
10. _____ _____ After placing a call, did I remain near the phone until the connection was completed?

QUESTIONS:

1. Name the five qualities of a good voice and tell what they mean.
2. According to the reference, Win More Friends By Telephone, what are the seven steps of courtesy in receiving a call?

ASSIGNMENT:

Evaluate your "Telphone Know How" on page 17 and 18 of the reference.

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[1] You and Your Public Relations. Madison, Wisconsin: State Board of Vocational and Adult Education, 1961. p. 69.

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UNIT II-1

MEET YOUR HELPERS -- YOUR EQUIPMENT AND SUPPLIES

SUBJECT: Care, Use, and Selection of Correct Equipment and Supplies

TASK: Exercises proper selection, use, and care of equipment and supplies

OBJECTIVES: Be able to
(1) select the correct equipment for carrying out specified tasks
(2) select the correct supplies for carrying out specified tasks
(3) recognize the correct care and use of supplies and equipment

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 15:1-19.

Selection of Equipment

There was a time when soap and a wet mop were used for any cleaning job that could not be done with a straw broom. This is no longer true, for today the standards of cleanliness expected by a guest, demanded by the management, or desired by a homemaker cannot be met in this manner.

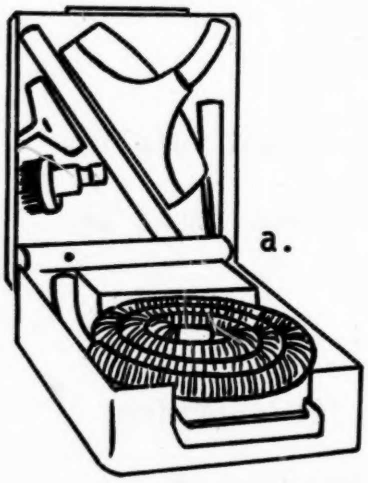
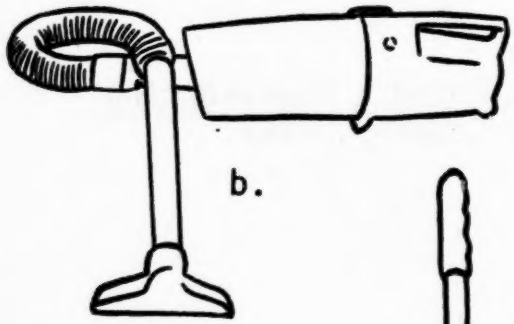
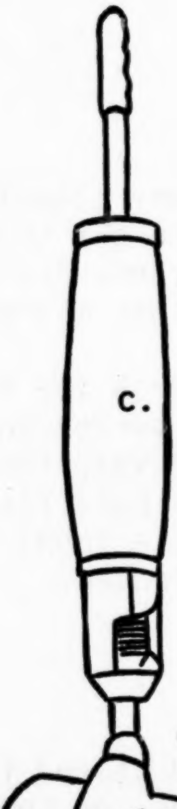
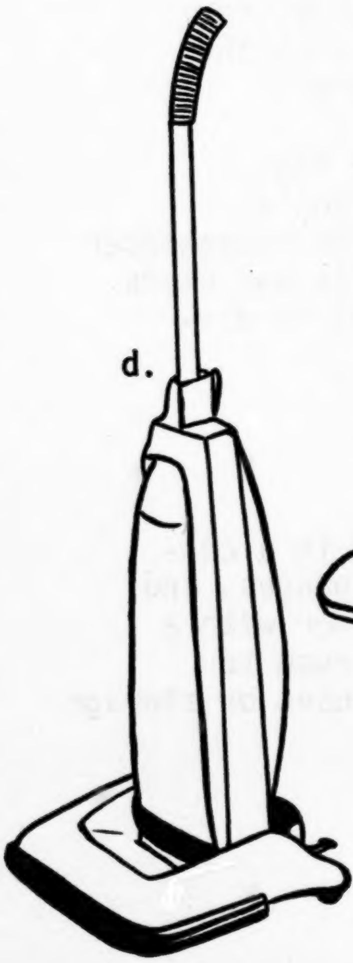
The modern housekeeper must continually evaluate and search for the appropriate piece of equipment and supplies to use when performing a specified task. The highly advertised products of today keep the housekeeper in a dither deciding which "new, improved" product might best fit her needs. She must be aware of the importance of carefully reading a label to discover contents and purposes for which the product is intended.

Care of Equipment

Cleaning equipment and supplies should be kept clean and stored in a convenient place. Small tools, such as brushes, dust cloths, or sponges, and many household cleaners, can be stored in a basket, some container with a handle, or on a cart. These supplies can then be carried from room to room, thus preventing unnecessary trips back to the cleaning closet or storage area.

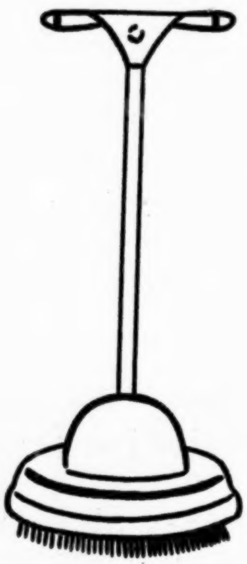
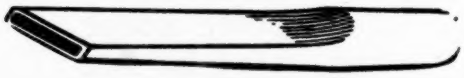
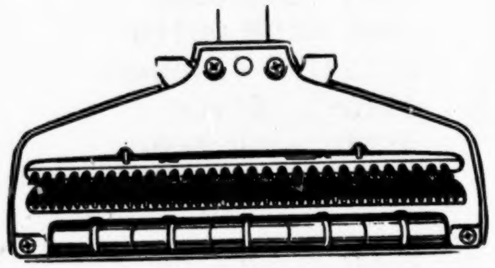
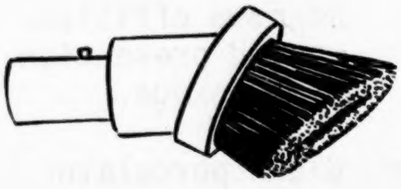
SUGGESTIONS FOR SELECTING EQUIPMENT AND SUPPLIES

Equipment

Illustrations	Types	Use	Care
	Vacuum Cleaners		
 a.	a. Tank and canister	Bare floors, rugs without pile, above-the-floor surfaces	Clear flexible hose, as needed. Clean brush attachments often. Change disposable dust bags and filters often. Replace band.
 b.	b. Hand	Furniture, stairs, car	Do not use for heavy cleaning as small motor and bag are not suited for this.
 c.	c. Light-upright (also called electric broom)	Surface pick-ups on floors and carpets. Not sufficient for thorough cleaning of carpets.	Change disposable bags and filters often for maximum cleaning results. Easy to store.
 d.	d. Upright	Carpet and rugs Use at least once a week	Change disposable dust bags and filters often. Replace band.
	e. Built-in vacuum system	All purpose cleaning with use of attachments. Tubing and wire are in the walls. Nozzle connects to outlet in each room.	No special care required, except emptying of disposable bag twice a year.

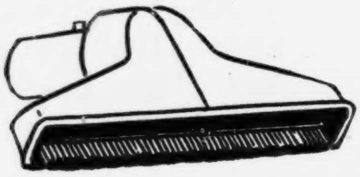
SUGGESTIONS FOR SELECTING EQUIPMENT AND SUPPLIES (con't)

Equipment

Illustrations	Types	Use	Care
	Electric polisher-scrubber (also called wet-dry vacuum shampooer)	Polish and buff waxed floors. Clean rugs with dry or liquid cleaners. Fill dispenser with cleaning solution, wax, or carpet solution.	Do not pick up liquids during the dry vacuum process. Rinse with clear water and clean brushes before storing.
	Electric floor washers	Routine washing on large, uncluttered areas where scrubbing or waxing is not needed. Fill clean water compartment, add non-foaming cleanser.	Check abrasion brushes. Empty dirty water compartment.
	Vacuum cleaner attachments	Clean corners, along baseboards, cracks, and crevices.	Avoid picking up tacks, rocks, or items that could damage the fan and puncture the disposable bag.
	Floor and rug nozzle	Clean floors and rugs. Many have a switch and can be used on bare floors and rugs.	
	Wall and window brush	Dust walls, remove cobwebs.	Remove from wand and clean when bristles become clogged or dirty.

SUGGESTIONS FOR SELECTING EQUIPMENT AND SUPPLIES (con't)

Equipment

Illustrations	Types	Use	Care
	Extension wand	Adjust to length desirable for specified task. A suction adjuster appears on some models and can be opened and closed to regulate strength of suction.	
	Upholstery attachment (may or may not have brushes or bristles)	Clean over-stuffed chairs, upholstered furniture, curtains, and draperies.	
	Wall washing machine	Clean walls and windows (primarily in hospitals and nursing homes).	Empty and clean solution tank and lines after each use. Store in open position to let air circulate.
	Garbage disposal	Dispose of food waste. Regulated by switch.	Turn on cold water before starting unit; do not push food down with hand while motor is in operation. Cover drain with protective lid.
	Dishwasher	Automatic cycle-regulated machine is used for sterilization, heating plates, and routine dish washing.	Load according to manufacturers' directions for maximum efficiency and prevention of breakage.
	Washer	Select cycle, water temperature, load capacity in accordance with load.	Clean porcelain interior and exterior with non-abrasive cleaner.

SUGGESTIONS FOR SELECTING EQUIPMENT AND SUPPLIES (con't)

Equipment

Types	Use	Care
Dryer	Set time and/or temperature in accordance with fabric and purpose intended.	Remove lint from filter between each load.

Supplies

Types	Use	Care
Abrasives	Removal of stubborn soil on most surfaces	Harsh abrasives must be avoided in cleaning porcelain, enamel, and tile because the scratches they make collect dirt and germs. This, in turn, requires more abrasive cleaning, finally resulting in a permanently dulled surface.
Soap	Used for laundry and general cleaning. Emulsifies greasy dirt by giving water greater power to penetrate.	Should be used in temperature of water suggested on label (usually warm or hot). Must have suds to be effective.
Synthetic detergents	Sometimes referred to as "soapless" soap, this is a chemical compound. It is equally effective in hard or soft water and leaves no residual curd. Can be used to remove old wax on floors.	Suds not needed for detergent to be working. Use only amount suggested on the box.
Alkali cleaners (oven cleaners, etc.)	Removal of heavy or "burned on" soil. Safety tip: may be neutralized with vinegar.	Use with extreme caution. Protect enameled, aluminum, and tiled surfaces. Potency of this solution must be adjusted to both the type of surface and degree of soil.
Germicides	Prevents spread of infection.	Match to type of organism being combated.
Metal polishes	Removes tarnish and produces gloss on various metals. Shape of article designates direction of movement when polishing.	Strictly adhere to label directions--brass and copper can be permanently scratched if the wrong polish is used.

SUGGESTIONS FOR SELECTING EQUIPMENT AND SUPPLIES (con't)

Supplies

Types	Use	Care
Dry cleaning compounds (solvents and absorbent powders)	Removes spots on draperies, linens, walls, clothing, furniture. When selecting cleaner compound, consider (a) nature of stain, (b) composition of material which is stained, (c) proper removal agent. Use of wrong method, application, or solution could be disastrous!	Handle with extreme care as many are flammable and some give off noxious fumes.
Glass cleaners	Cleans windows and mirrors.	Follow directions on label; use lint-free cloth.
Waxes and finishes	Finishes floors (paste or liquid, self polishing or buffing, antislip best for hospitals). Apply only to dry floor.	Clean floor thoroughly and rinse before waxing.
Rug shampoos	Removes greasy, sticky, or muddy soils. Use absorbent powder or cleaning fluid on small areas. Solvent cleaners best when applied with shampooing machine.	Avoid inhaling toxic fumes. If shampoo is flammable, avoid lighted cigarettes or frayed cords on electrical appliances.
Air freshners	Deodorizes room. Avoids heavy, masking odor.	Use sparingly, not as a substitute for a thorough cleaning. Do not puncture or incinerate pressurized can.
Furniture polishes and waxes	Use sparingly. The type used should be in accordance with the type of wood.	Apply to cloth rather than directly on surface to avoid use of too much polish.

SUGGESTIONS FOR SELECTING EQUIPMENT AND SUPPLIES (con't)

Supplies

Types	Use	Care
Water softeners	Softens water which results in use of less soap and an improved job of cleaning. Prevents scum or film from forming and helps remove previously formed film.	
Fabric softeners	Used in laundry on wash loads of towels, delicate fabrics. Prevents static electricty.	Measure amount used carefully--too much can cause loss of absorbency.
Wetting agents	Use in dishwashers; place in dispenser or use in solid form attached on rack or basket. Limits water spotting or desposits on dishes.	

GENERAL SUGGESTIONS IN USE OF SUPPLIES

1. Read and follow label directions:
   The label on a cleaning product will tell how much to use, how to use it, and where it may be used. When carefully read and followed, the label will direct one toward the most effective cleaning results with the least effort--and may help avoid a costly mess.

2. The time the cleaning product should be in contact with the surface:
   The cleaning product should be on the surface long enough to do the job but not so long as to damage the surface. When using a good cleaning product, a short time for mopping, wiping, or scrubbing is generally enough. A stronger product cannot and should not be used as a replacement for effort.

3. The amount of cleaning product used:
   Enough should be used to do the job, but too much can be very expensive to the management and can sometimes cause damage to fixtures. Read the label to know how much to use and measure as carefully as in a recipe.

4. The temperature of the cleaning solution:
The effectiveness of certain products is determined by the temperature of the solutions in which they are used. Hot water does help to remove dirt and grime but it also sets stains; therefore, directions on the label should be followed carefully. Laundry temperatures should be selected according to fabrics as well as cleaning solutions.

5. The scrubbing action:
A certain amount of scrubbing is necessary to remove stubborn stains or burned on dirt and grime. The action and scouring aid is determined by the item to be cleaned. Example: Do not use harsh metal abrasives on silver or teflon finishes. A plastic scrubber should be used on teflon, and silver requires a soft cloth and silver polish.

6. The use of a cleaning solution:
No cleaning solution can do a good cleaning job if it is diluted in dirty, cold water. It will simply smear dirt around on the surface which is being cleaned. Be sure to change solutions when water becomes moderately dirty.

QUESTIONS:

1. Summarize the seven points to remember in care and upkeep of all equipment.

2. Betty has used a brush to aid her in cleaning corners and baseboards.
   A. What are the four steps she should follow when cleaning the brush?
   B. What nine things should she remember as she stores the brush?

3. Identify the kinds of vacuum cleaners which would be best to use in performing the following tasks:
   __________ a. stairs
   __________ b. carpets and rugs
   __________ c. walls
   __________ d. quick (after meals) pick-ups

4. Select the supply one should choose in performing the following tasks:
   __________ a. combat germs in sick room
   __________ b. remove grease spot from drapery
   __________ c. produce gloss on tea service for party
   __________ d. remove baked on cherry pie in bottom of oven
   __________ e. clean mirrors
   __________ f. clean top of dining room table
   __________ g. remove spilled coke from carpet
   __________ h. prevent static electricity in lingerie

5. What are three reasons the housekeeping aide should read the label on all supplies before using them?

6. Two girls are working as housekeeping aides at Shady Oaks. Sandra is receiving training in her Home Economics Cooperative Education classes. Judy is a high school dropout. When they were assigned to vacuum the rugs, Judy asked Sandra, who has just studied vacuum cleaners in class, the following questions:
   A. How do I replace the bag? (Four steps)
   B. Where should I replace the bag?
   C. How often do I need to clean the filter?
   D. What do I do with the hose when it's not in use?
   E. What should I do if the vacuum isn't working correctly?
   F. What care needs to be given to the tank at least once a month?
   G. What precautions do I need to follow? (List four)

   Which girl do you feel will advance more rapidly?

ASSIGNMENTS:

I. Plan and draw a simple diagram showing the organization of a storage closet where your supplies could be kept. Why is a plan important?

II. Which of the pieces of equipment discussed in Lesson 15, pages 2-19 of Being a Housekeeping Aide, do you use at your training station? What care do you give these pieces of equipment?

Home Economics
Instructional Materials Center
Lubbock, Texas

UNIT II-2

MEET YOUR HELPERS - YOUR EQUIPMENT AND SUPPLIES

SUBJECT: Safety Practices

TASK: Observes safety precautions in use of equipment and supplies to prevent accidents

OBJECTIVES: Be able to (1) identify safety hazards on the job
(2) apply safety precautions in using equipment and supplies

GENERAL SAFETY PRACTICES

Preventive measures in a safety program are usually so simple people tend to dismiss them without a thought. This is one reason approximately eighty per cent of all accidents are caused by personal carelessness.

Two important contributions the housekeeping assistant can make to the safety program are to practice accident prevention and fire protection and control. Accidents happen when someone forgets, does not think, is careless, or does not care. As a housekeeping assistant, you are responsible not only for your own safety, but also for that of everyone else in the home, motel, or institution. There are several general rules to be observed regardless of the type of training situation where you are employed. Learn and follow these rules to prevent serious accidents or injury:

1. Immediately report unsafe conditions.
2. Mop or pick up anything on the floor which does not belong there.
3. Report all injuries.
4. Be alert to any dangerous conditions.
5. Walk, don't run; observe traffic lanes on stairs and in halls.
6. Be careful of swinging doors; if they have glass panels, use the handle or push plate.
7. Avoid harmless fun, such as horseplay or practical jokes, which could result in harmful injuries.
8. Report defective equipment.
9. Obey safety rules when working with all equipment.
10. Turn on lights before entering a dark room.
11. Avoid touching waste from wastebaskets. Empty it upside down into a larger receptacle or onto old newspapaer which is bundled and tied,

or seal plastic liner before removing it from wastebasket. The method used depends upon requirements of the training station.

12. Do not attempt to move large pieces of furniture or turn mattresses by yourself.
13. Avoid standing on edge of tub or toilet to hang shower curtain or to reach something.
14. Be careful about the placement of electric cords or extension cords.
15. Secure small rugs to the floor with furniture or adhesive if they do not have a non-skid backing.
16. Arrange furniture so that "traffic lanes" are kept open.
17. Be careful when removing things from high places. Stand on something which is secure or use long-handled tongs.
18. Do not sit on a window sill or lean out to wash windows.
19. Avoid fatigue; accidents are more apt to happen when one is tired or frustrated.
20. Follow manufacturer's directions for use and care of equipment. Be sure you understand how to operate any equipment before you attempt its operation.

CAUSES OF ACCIDENTS

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 3: 1-11; 16: 3-9.

The most common causes of accidents are:

Fire
Sprains and strains
Burns
Chemicals
Falls
Cuts, bumps, and bruises
Fume inhalation
Falling objects

Each of these is discussed in the assigned references and/or in this unit.

Strains and Sprains -- Housekeeping is a job which involves stretching, stooping, and lifting. For this reason it is essential that the proper procedures be used for lifting, carrying, moving objects sideways, reaching, pushing, and pulling.

Burns -- In the home the housekeeper needs to turn burners off when not in use, turn pots and pans away from the edges of cooking surfaces, avoid pans with loose handles, and use pot holders. Matches should be stored in a safe place. Avoid using the gas oven to heat the kitchen. When there is not an outside vent, all the oxygen is soon used and the occupant will begin to feel dull and develop a headache. All appliances, large and small, need to be checked for defective cords. Avoid bringing water into contact with any appliance which is connected to the outlet. The Underwriter's Laboratory seal on appliances indicates that they have been tested for safety against fire and shock hazards. Gas appliances should have the AGA Blue Star seal.

FIRE SAFETY

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 16: 10-16.

The major cause of fires is personal negligence. Fires usually occur as a result of negligence on the part of smokers, misuse of electrical equipment, or misuse of materials, especially the chemicals used in a hospital. Every employee must cultivate the habit of reporting anything that is not in perfect condition such as defective outlets, inadequate wiring for heavy horsepower machines, electrical shorts, frayed cords, loose connections, and burned out light bulbs.

Spontaneous combustion is one cause of fires to which the housekeeper needs to be constantly alert. All trash should be kept in covered containers. Oily, wet, or dirty rags should also be kept in covered containers. Waste accumulation, especially at the bottom of stairways and elevators, is an open invitation to fires. Solvents and inflammable liquids should be stored in small quantities and away from heat and flame. Remember that good housekeeping is the best fire prevention defense.

In case of fire every employee should know:

1. The procedure for reporting fires
2. His duties in the whole emergency plan
3. The location of fire extinguishers

The employee should be familiar with the telephone techniques of the business or city. Fires are reported to the switchboard operator or the main operator. The description should be brief but thorough. Do not hang up until you are sure the operator has the correct information.

Your next responsibility may be to get the fire extinguisher. Extinguishers are usually simple to operate, but it is important the the right kind of fire extinguisher be used for a particular fire. A complete description of types of extinguishers and their uses is found in the reference.

SAFETY PRACTICES

Modern industry provides a steady flow of new and improved products designed to make life easier and more pleasant. These products may, however, also cause disastrous results if improperly used. Keep these points in mind concerning supplies:

1. Keep strong cleaning compounds in a safe place.
2. Read all labels and observe all precautions; incorrect use may be harmful.
3. Be sure that cleaning compounds are disposed of safely.

4. Destroy all unlabeled containers.
5. Keep all containers tightly closed.
6. If work is interrupted, take time to properly close containers.
7. Avoid the use of flammable cleaning compounds.
8. Keep aerosol containers away from heat or unusually warm places.
9. Use flammable cleaning fluids in well ventilated areas.
10. Keep work surfaces orderly.
11. Close doors and drawers carefully.

Keep these points in mind concerning the use of equipment:

1. Keep sharp objects such as pins, scissors, knives in a safe place.
2. Keep electric cords out of traffic areas.
3. Be careful to select extension cords of the correct size for a particular electric cord.
4. Use a non-combustible ironing board cover.
5. Disconnect all small appliances when not in use.
6. Wear rubber-soled shoes if floors are damp when using electrical equipment.
7. Make sure hands are dry before connecting or disconnecting electrical equipment.
8. Be sure an electrician has certified that wires are large enough to accommodate several appliances before plugging them all into the same outlet.
9. Plug cord in appliance first, then in outlet; always disconnect cord from wall outlet before removing from appliance.
10. Grasp plug rather than cord when removing from outlet or appliance.
11. Replace cords when worn.
12. Always disconnect appliance before cleaning.

Additional safety tips for the housekeeping management assistant employed in a home are:

1. Know how to replace a fuse and reset a circuit breaker.
2. Avoid using extension cords; but when necessary, use only cords approved by Underwriter's Laboratories.
3. Store heavy objects on lower shelves.
4. Never throw dust from vacuum cleaner, flour, or uncooked cereals into an open fire because dust is explosive!
5. Use flat-bottomed cooking utensils.
6. Avoid extreme temperature changes with glass.
7. Remove lid from hot cooking utensil by lifting away from body or face.
8. Do not carry containers filled with hot liquid across the kitchen.
9. Use kitchen tongs to turn frying food or to remove food from hot water.
10. Light a gas oven by opening the oven door, standing to one side, lighting the match, turning the oven on, and then lighting the oven.
11. Use clean, dry pot holders for lifting and carrying hot objects.
12. Wear well-fitted garments when cooking.
13. Plug appliance into outlet with correct voltage because incorrect voltage can cause overheating and damage to appliance.
14. Locate towel racks away from range.
15. Be familiar with the home fire extinguisher.
16. Use soda, sand, or the pan cover to extinguish grease fires in cooking utensils. Be sure vent is turned off when there is a fire on the range.

17. Do not combine cleaning agents unless specifically instructed to do so. Chlorine bleaches mixed with certain cleaning compounds can give off a poisonous gas.
18. Dispose of unused portion of cleaning compounds by flushing them down the drain and rinsing out the containers.
19. Know the location of water, gas, and electric shut-offs.
20. Have adequately supplied first aid kit available.
21. Know elementary first aid.
22. Wear low-heeled shoes.
23. Use cold running water with waste disposals. CAUTION! Do not attempt to fill disposal while it is in operation.

Safety involving the use of laundry equipment and dishwashers is discussed in units III and VII.

Remember, accidents do not happen...they are caused. An alert employee is the best safety insurance. If you are injured, you and your family suffer and your ability to make a living could decrease. The contribution the housekeeping staff makes to the safety of all employees and personnel depends on the alertness and concern shown by each member of the staff.

THE ACCIDENT-PRONE EMPLOYEE

Most accidents can be prevented if the cause of the accident can be determined. If unexplained accidents seem to happen frequently, the reason might be the personnel involved. Accident reports can help in identifying an individual who is accident-prone. One cause of an unusual number of accidents could be physical, such as defective vision, high blood pressure, or deafness. Proper medical treatment can alter or eliminate this accident problem.

Emotional problems are often the cause of accidents. Anxiety can cause a person to become completely disoriented. Once the problem is understood and brought under control, the series of accidents will probably end. The supervisor or teacher-coordinator may be able to help the individual.

The third type of accident repeater is the person who has had serious accidents since childhood. Unless she receives professional help she will remain accident-prone.

QUESTIONS:

1. Why is the role played by the housekeeping department in the safety program a unique one?

2. For what type of fire should the following fire extinguishers be used?
   a. Dry chemical
   b. Carbon dioxide
   c. Pressurized water
   d. Soda-acid

3. The most common type of accident for both employee and guest is
   a. falls.
   b. burns.
   c. muscle strains.
   d. deep cuts.

4. The primary motivation for a safety program should be to
   a. prevent personal injuries.
   b. reduce insurance rates.
   c. protect reputation.
   d. prevent loss of manpower.
   e. all of these.

5. Who is the person most responsible for training employees in accident prevention?

6. a. What are six common causes of falls?
   b. How can the housekeeping aide help prevent such accidents?

7. What is a possible danger from inhaling leaking gas or fumes from a defective refrigerator?

8. What is the proper way to open a door with a glass panel?

9. Into what kind of container should ash trays be emptied?

10. What are the hazards of handling trash improperly?

11. It is important to store insecticides in their original containers because
    a. insecticides are flammable.
    b. the label tells which insects are killed by the particular poison.
    c. this prevents deterioration of insecticides.
    d. safety precautions and contents are given on the label.

12. To be safe while working in the kitchen, be certain to
    a. wear an apron.
    b. remove lid from hot pan by lifting toward the face.
    c. keep towel on range to wipe up spills.
    d. keep a clean, dry pot holder available for use.

13. The following steps are involved in the lighting of a gas range or pilot. Arrange the steps in their best order.

_____ stand to one side
_____ open door
_____ light the oven
_____ strike match away from body
_____ turn oven on

14. Arrange the following steps for plugging a cord into an appliance and removing it in the correct order.
    a. Plug cord into outlet
    b. Remove cord from outlet
    c. Remove cord from appliance
    d. Plug cord into appliance

15. When handling trash, one should
    a. pick it up with thickly folded damp paper.
    b. sweep it up with a broom.
    c. put it in the wastebasket.

16. When operating any electrical equipment, keep hands
    a. wet.
    b. dry.
    c. covered.

17. Reaching and climbing may be done safely by
    a. climbing on an old chair.
    b. using a sturdy step stool.
    c. wearing good shoes when climbing.

18. A first-aid kit is most effective for emergency help if
    a. one knows how to use the contents.
    b. one understands first aid.
    c. it is located in the right place.
    d. all of these.

19. Always use cleaning fluid in ____________ quantities and in ____________ areas.

20. Which of the following practices would help to make your work easier and prevent fatigue?
    a. When lifting heavy objects, use the back muscles to do the major portion of the lifting.
    b. When performing a job near the floor, bend the knees and kneel instead of bending from the waist.
    c. When changing the direction of your movements, twist from the waistline.
    d. When carrying small, heavy objects to one side let the weight of the object rest against the hip for support.
    e. When moving an object sideways, swing forward on the legs as you shift the weight from one leg to another.
    f. When reaching for a object, keep your feet together.

21. What precaution should be observed when using cleaning solutions containing strong chemicals?

22. To which side should you keep when going up and down stairs?

ASSIGNMENTS:

I. List items to be included in an accident report at your training station. Show how this report can be of use in the prevention of future accidents.

II. What is the procedure for reporting a fire at your training station?

III. What precautions can you take in your job to prevent fires?

IV. Make posters which illustrate proper and improper posture for some or all of the following activities: standing, sitting, squatting, lifting, turning, and reaching for objects.

V. Think through the duties you perform on your job. Which ones involve bending, lifting, carrying, reaching, pushing, and pulling? What principles of body mechanics (pp. 3: 4-11, Being a Housekeeping Aide) could you apply to these duties?

VI. Using the information in this unit and the reference, make a check list of safety precautions which are applicable to your job. Rate yourself occasionally to determine your "safety rating."

UNIT III-1

MANAGEMENT OF DAILY DUTIES

Housekeeping management assistants may be employed in a wide variety of training stations including hotels, motels, private homes, nursing homes, hospitals, educational institutions, beauty parlors, and apartment complexes. Tasks in each of these places are slightly different, but many of the principles of cleaning apply to each of these situations. There is, however, a major emphasis on sanitation and disinfection in hospitals so the information on cleaning hospital rooms is presented separately in Unit IV. Information for cleaning in the other types of training stations is combined in Unit III. Students employed in nursing homes may find that some of the procedures they follow are similar to those used in motels, and other procedures are more like those used in hospitals.

As the information on performance of daily duties is studied, it will be necessary to consider in what ways the ideas presented can be applied to specific training stations. Detailed directions will be given at each training station, but it is hoped this unit will give a general background of information which will enable the employee (1) to understand the reasons for being requested to perform duties in a certain way and (2) to perform duties as efficiently as possible.

SUBJECT: Procedures for Entering and Leaving Rooms

TASKS: Reports to assigned section with pass key and occupancy report

Makes a preliminary check of room condition when entering

OBJECTIVES: Be able to (1) describe recommended procedures for entering and leaving rooms and homes
(2) recognize symbols and terms used in the housekeeping field
(3) explain the procedure for reporting room damage
(4) explain the procedure to follow in handling "lost and found" items
(5) interpret occupancy reports
(6) identify responsibilities of maids concerning pass keys
(7) describe procedures for adjusting windows and/or heating and air conditioning equipment

REFERENCE: Pfeiffer, William B. and Walter O. Voegele. The Correct Maid for Hotels and Motels. New York, New York: Hayden Book Company, Inc., 1965. pp. 18-20.

LOOP FILM: This Is the Way We Enter Rooms. Lubbock, Texas: Home Economics Instructional Materials Center, 1969.

"THIS IS THE WAY WE ENTER ROOMS..."

When you begin your work as a housekeeping management assistant, one of the first things you will need to know is how to enter rooms properly. Nearly all hotels, motels, and hospitals have their own specific policies or regulations which should be followed when entering rooms. You will be informed of these specific policies, probably by the housekeeper or assistant housekeeper, the first day you report for work. The following material is provided to give some general information so that you will be better prepared to begin your job. It is important for you to keep in mind, however, that your employer's specific instructions are the ones you should follow on your job.

ENTERING ROOMS IN HOTELS OR MOTELS

When the housekeeping assistant arrives for work in her neat, clean uniform, she will report to the Housekeeping Department or Linen Room, where she will be given a pass key, list of rooms to clean, and cart containing the day's supplies. Regulations specified by most employers for entering rooms are:

1. Be as quiet as possible, particularly early in the morning, while in the corridors and passageways so guests who may be sleeping will not be disturbed.

2. When a "Do Not Disturb" sign is displayed on the door, do not knock on the door. Make no mark on the Room Check Sheet when the room is not entered. This room will need to be rechecked several times during the day until the sign is removed and it can be entered. If the "Do Not Disturb" sign remains on the door all day, this should be reported to the Housekeeper before one goes off duty. She will check the room to determine if anything is wrong.

3. When knocking on a door, be certain the keys are in the other hand. Use only the knuckles for knocking. Knocking with a key, or anything made of metal, is likely to mar or damage the finish on the door. Remember too, this door will be knocked on repeatedly day after day, so this special bit of care will help keep the finish in good condition.

4. After knocking on a door and hearing no answer, insert the key, and open the door. Should a guest be in the room, leave quietly and close the door. Indicate on the Room Check Sheet that the room was (occ.) occupied. This will be a reminder to return and clean it later in the day.

5. After knocking on a door and hearing no response, unlock the door and enter the room. It is suggested by many hotels and motels that

the door be left open to air the room while it is being cleaned. Pulling the cart across the doorway prevents anyone from entering the room without the housekeeping assistant hearing him. This also keeps supplies within sight and easily accessible. After the room has been cleaned, a check mark is placed in the proper place on the Room Check Sheet.

6. The Room Report Sheet or Room Check Sheet is most important. The housekeeping assistant should be sure to indicate on it everything that her employer requires. Some hotels and motels use the Room Reports to determine how many guests stayed in a particular room. Others use it to help keep an accurate count of the number of linens and supplies used each day. It also helps the housekeeping assistant to know which rooms have already been cleaned and which rooms remain to be cleaned. The following is an example of a Room Check Sheet:

ROOM CHECK SHEET

Employee: Mary

Date: May 1

ROOM NUMBER	STATUS	CONDITION	COMMENTS
125	SO		10:00 A.M. and 3:00 P.M. "Do Not Disturb" sign
126	SO	OCC.	
127	CO	✓	

The first column of the Room Check Sheet indicates the room numbers of the rooms which Mary is responsible for cleaning on a given day. The second column is used to indicate the status of the room: SO means that the room is rented to a guest who plans to "stay over" another day or two and CO indicates that the guest plans to "check out" today. Mary would not clean a room marked CO until the guest had left the hotel, if possible. The first two columns are filled out in the morning by Mary or by the housekeeper before Mary begins her work.

The third column is for Mary to use during the day as she makes her rounds. No mark in this column indicates that Mary did not get into the room; occ. indicates that the room was occupied and Mary will need to recheck it later in the day; and a check mark indicates that the room has been cleaned. The Comments column can be used by Mary to make a notation of anything she needs to report to the housekeeper. This example shows that Mary has not been able to clean room 125 because a "Do Not Disturb" sign has been displayed there all day. Mary could make notes also in this column about items that are missing from the room, such as towels or ash trays, or to indicate that special cleaning is required, such as carpet shampooing.

ENTERING ROOMS IN NURSING HOMES

The housekeeping management assistant employed by a nursing home will need to knock softly on doors before entering patient rooms. After entering the room, the patient and/or visitors should be greeted in a friendly manner but not involved in long conversations which could be tiring to them. The housekeeping assistant should tell the patient who she is and why she is in the room.

ENTERING ROOMS IN PRIVATE HOMES

A housekeeping management assistant employed in a private home is expected to knock or ring the door bell before entering the home. While working in the home, if a door is closed and someone may be in the room, she should knock before entering the room. If duties include answering the door, she should not let anyone into the house while the employer is away, except for repairmen or service men the employer said would be coming. Even when the employer is at home, the housekeeping assistant still needs to exercise caution in admitting visitors. For instance, the employer may not wish to be bothered by door-to-door sales people. Instructions given by the employer should be followed when one answers the door and the telephone.

LEAVING ROOMS

When the housekeeping assistant has finished cleaning a room in a hotel or motel, she should be sure to (1) check to see that all the furnishings are in their proper places, (2) adjust the thermostat to the setting recommended by the housekeeper, (3) turn off the television and all lights, and (4) try the door after closing it to be certain the door is securely locked.

The housekeeping management assistant, who has completed the cleaning of a hospital or nursing home room, should gather and remove the cleaning supplies and equipment from the room as quietly as possible. If the door was closed when she entered the room, it should be closed as she leaves. It is not necessary for her to tell the patient she is leaving.

In a private home the homemaker will need to know when the housekeeping assistant is ready to leave. If she is paid by the hour, her employer probably will want to keep a record of the exact time she arrived and departed.

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TERMS AND SYMBOLS

Most all businesses have terms and symbols which are used as "shorthand" language among employees. As a housekeeping management assistant, you will want to become familiar with the terms and symbols used in your particular business as quickly as possible. Below is a brief list which includes a few examples of terms and symbols commonly used:

Hotels and Motels

skipper	a guest who leaves without paying his bill
SO	stay over--guest who is not planning to check out today
CO	check out--a guest has checked out of the room
Occ	occupied--indicates clothes or baggage in the room
v or vac	vacant--indicates no clothes or bags in the room

MISSING ITEMS AND ROOM DAMAGE

A housekeeping management assistant in institutions may occasionally find rooms or furnishings that have been damaged by guests or patients. Any damage, such as holes burned in upholstery or carpets, should be reported immediately to the supervisor so that repairs can be made. Occasionally items may also be missing from the room. If the missing items are small, such as ash trays, a note should be made of what is missing and from which room it is missing so that the housekeeper may be informed later in the day. If the item is large, such as a television set or a chair, call the supervisor immediately so that she can notify the proper authorities.

"LOST AND FOUND" ITEMS

People are forgetful and often leave part of their belongings in hotel and hospital rooms when they check out. The housekeeping management assistant needs to know what to do about items found in a room that has been vacated. Although each institution has its own policies regarding "lost and found" items, generally the room number and the date are placed on the article and it is turned in to the supervisor. In hospitals, patients sometimes leave flowers when they check out. These are usually to be thrown away. Other items are tagged with the date and room number and turned in to the nearest nursing station.

ADJUSTING HEATING AND COOLING

In many motels and hotels the management recommends that one of the first things to do when entering a room to be cleaned is to adjust the heater or air conditioner to the level that is suggested for vacant rooms. Some recommend, also, that the door and/or windows be left open to air the room while the cleaning is in progress.

In hospitals it will not be desirable to leave the door open during cleaning, particularly when an isolation unit is being cleaned. The door to an ioslation unit is kept closed to prevent the spread of infection until it has been thoroughly cleaned and disinfected.

QUESTIONS:

1. What is the reason for knocking on doors with knuckles only?

2. If a guest is found in a motel room which needs cleaning, what should you do?

3. Define the following terms or symbols:

   CO
   SO
   Occ
   V

4. What should you do if you find a television set missing from a room?

5. "Found" items are generally tagged and turned into the supervisor or nursing station. What are two items of information that should be put on the tag?

6. Where should the cart be placed while the room is being cleaned? Why?

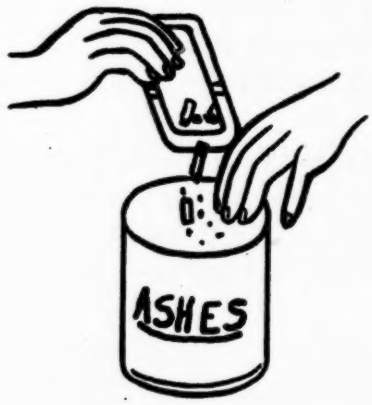
7. What three kinds of information are included on morning or occupancy reports?

8. When Mary arrives to clean the first room on her list, she finds a "Do Not Disturb" sign hanging on the door. Mary should
   a. place a check mark on the Room Check Sheet.
   b. place occupied on the Room Check Sheet.
   c. place notation in "comments" column.

9. When Mary places a check mark on the Room Check Sheet, this indicates that she
   a. could not get in the room.
   b. found a guest in the room.
   c. cleaned the room.

UNIT III-2

MANAGEMENT OF YOUR DAILY DUTIES



SUBJECT:	Preliminary Cleaning Tasks
TASK:	Performs preliminary cleaning tasks
OBJECTIVE:	Be able to (1) identify procedures for performing preliminary cleaning tasks

There are many simple but important tasks which must be taken care of before actual cleaning is begun. The procedure which you will be required to follow will be explained by the supervisor at your training station. In general, the preliminary tasks involve taking care of the items which have been used by the occupant, such as wastebaskets, ash trays, glassware, and linens.

In some institutions windows are opened and the rooms allowed to air while the housekeeping assistant is getting ready to clean. If, however, the institution is air-conditioned this is not necessary. Regardless of whether or not the windows are opened, draperies should be pulled and/or venetian blinds raised to check their condition and to provide more light for cleaning.

Upon entering a room, you should turn on all lights to check for burned out bulbs. It is usually the responsibility of the housekeeping aide to replace all burned out light bulbs. A sturdy step ladder should be used when replacing bulbs which are hard to reach. Be certain hands are completely dry before replacing bulbs.

Stripping beds in one of the first tasks which should be performed when the housekeeper enters a room. This allows the bed to air while other tasks are being performed. During the stripping process the linen should be shaken over the bed to check for lost items and to prevent items from falling to the floor. The linen is then gathered up and taken to the cart. The supervisor should be notified if mattresses or springs need to be repaired or replaced so that they can be taken care of while the rest of the room is being cleaned. Wet, stained, or torn mattress pads should also be reported to the supervisor.

Ash trays should be emptied into a tin box which is kept on the cart for that specific purpose or wrapped up in two or three sheets of old newspaper.

The ash trays should then be wiped clean and put in the place designated for them. Ashes should not be thrown into the toilet bowl or into wastepaper containers because other items in the wastebasket may be easily ignited.

Waste material from wastebaskets requires special handling. To avoid being cut by rough or sharp objects, never reach down into a waste basket to empty it; always turn it upside down. The waste material may be emptied onto a newspaper, wrapped, tied, and labeled, or if plastic liners are used in the wastebasket, they may be sealed and then removed from the basket. As the wastebasket is emptied, check to see that no guest articles were dropped into it by mistake.

Wastebaskets and their contents are a primary source of contamination, so they should be handled with caution. Wipe the wastebasket clean with a cloth dipped in germicidal detergent solution. Be sure to clean the interior, exterior, and bottom of the wastebasket and then wipe dry.

Contents of glasses, pitchers, and ice buckets should be emptied into the toilet and flushed away. These items are then put on the cart so they can be taken to the kitchen for sterilization. Some housekeeping departments have a dishwasher in the linen room for this purpose.

Trays of dishes from restaurants should be placed outside the door for pickup by room service.

QUESTIONS:

1. For what two reasons are beds stripped soon after entering a room?
2. Why should linens be shaken over the bed as they are removed?
3. What safety precaution should be taken when emptying ash trays?
4. How should waste materials be removed from wastebaskets?
5. Under what circumstances should the windows not be opened to air the room during cleaning?

UNIT III-3

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: Methods for Cleaning the Bathroom

TASK: Cleans and sanitizes bathroom

OBJECTIVES: Be able to (1) identify reasons for cleaning bathrooms
(2) describe procedures to follow in sanitizing bathrooms
(3) evaluate the effectiveness, in a given situation, of methods used to clean a bathroom

REFERENCES: Department of Housing and Urban Development. *Simplified Housekeeping Directions for Homemakers*. Washington, D.C.: U.S. Government Printing Office, 1965. pp. 11-12.

Pfeiffer, William B. and Walter O. Voegele. *The Correct Maid for Hotels and Motels*. New York, New York: Hayden Book Company, Inc., 1965. pp. 32-35.

Bathrooms must be kept clean and sanitary. The bathroom should be cleaned daily and completely disinfected when customers check out. When bathrooms are properly cleaned daily, the job is easier and more agreeable. A regular routine should be set up and followed; this increases efficiency and sanitation.

Germicidal cleaners are necessary for purposes of disinfecting. Be careful to follow instructions in the use of all cleaning compounds. Harsh abrasives should not be used on sinks and tubs because they dull and pit the surface.

Fixtures should be wiped dry after cleaning to prevent water-spotting and growth of bacteria. Always be sure to rinse cloth in cleaning solution before cleaning fixtures in the room just entered. This will prevent the spread of bacteria from one room to another.

QUESTIONS:

1. What are three reasons a bathroom must be kept clean and sanitary?
2. According to *Simplified Housekeeping Directions*, what are the ten tasks that must be done to thoroughly clean a bathroom?

3. What four areas in the bathroom in a home need to be cleaned daily?

4. Why should harsh abrasives not be used on sinks and tubs?

5. Fixtures should be dried after cleaning. What are two reasons for this requirement?

6. What procedure is followed for cleaning the tub area? (including tile)

7. What guest supplies need to be replaced in bathrooms in motels or hotels? (List at least five.)

8. What determines the number and types of towels or cakes of soap to be left in the room?

ASSIGNMENTS:

I. What improvements can you make in the general procedure you have been using for cleaning sinks at your training station?

II. What improvements can you make in the general procedure you have been using for cleaning toilets at your training station?

III. Make a list of equipment other than the permanent fixtures which must be cleaned at your training station. Tell how you would properly clean each of these: soap and toothbrush holders, towel bars, medicine cabinets, linen or storage areas, rubber bath mats, shower curtains, clothes hampers, mirror counter tops, shower doors.

Home Economics
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Lubbock, Texas

UNIT III-4

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT:	"Once-Around" Bedmaking
TASK:	Makes beds
OBJECTIVES:	Be able to (1) arrange steps for the "once-around" method of bedmaking in the proper sequence (2) describe proper method for placing a pillow in a pillow case (3) compare the "once-around" method to the commonly used method of bedmaking as to time and energy required
LOOP FILM:	This Is the Way We Make Our Beds. Lubbock, Texas: Home Economics Instructional Materials Center. 1969.

"THIS IS THE WAY WE MAKE OUR BED..."

Making beds may be a time and energy consuming task, especially if your job includes making a number of beds each day. Research has shown that a bed can be made with a minimum expenditure of time and energy by using the "once-around" method. When this method is followed, one side of the bed is completely finished before moving to the opposite side of the bed.

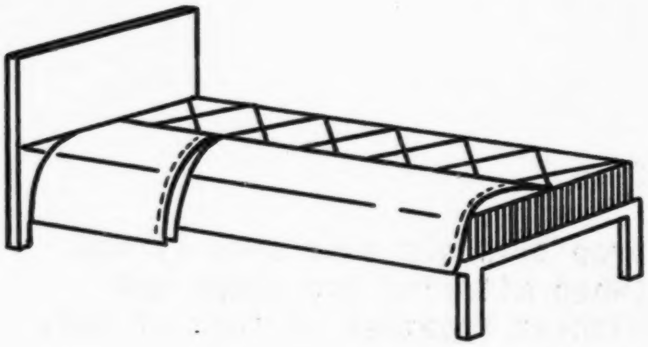
In the "once-around" method, energy is conserved by using the least amount of motion possible to perform each task. For instance, when the sheets, blanket, and spread are placed on the bed, they are unfolded with long, even strokes rather than being flipped and tossed in the air over the bed. The sheets, blanket, and spread are also smoothed on the bed using a few long strokes rather than many short ones.

Many steps are saved by making only one trip around the bed instead of the four or five trips needed by the ordinary method. After you complete this lesson, ask a friend to watch you make your bed twice: once by the method you ordinarily use and once by the "once-around" method. Compare the total number of steps and trips needed to make the bed by each method. Then multiply by 20, to estimate how many steps would be used by a housekeeping management assistant eacy day to make all the beds in 12-14 rooms by each method.

The first time you try to make a bed using the "once-around" method, it may seem awkward, but remember, it takes practice to perfect any new skill, even the latest dance step! The energy you save by using this method for making beds may be just the energy you will need for "kicking up your heels" after work!

"ONCE-AROUND" BEDMAKING

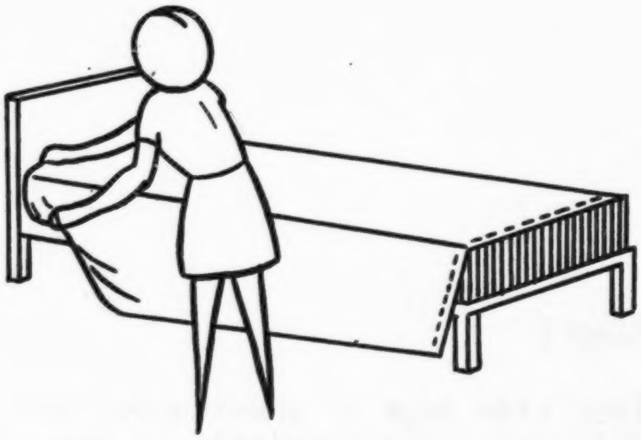
1. Center bottom sheet on bed, unfolding with the arms lowered. Place lower hem edge at foot.



Lift mattress at head of bed and tuck under the surplus length of bottom sheet.

*Miter corner of bottom sheet at head of bed. Mitered corners are used because they stay in place and give a neat appearance.

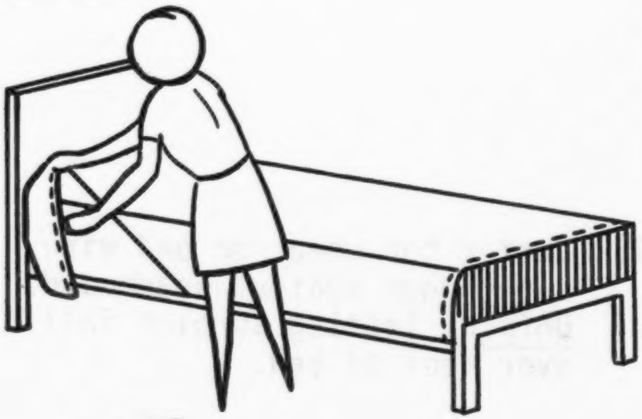
Tuck under side edge of bottom.



HOW TO MITER CORNERS

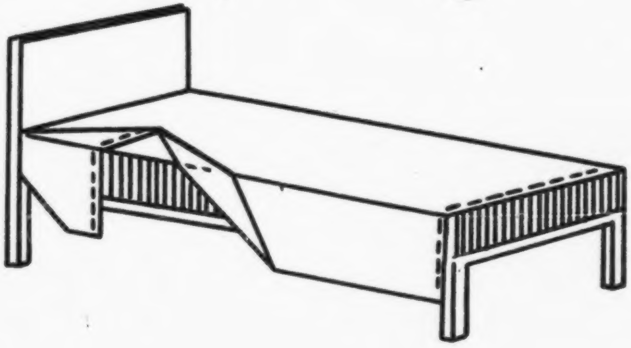
Step A

Grasp the edge of sheet about two feet from the corner.



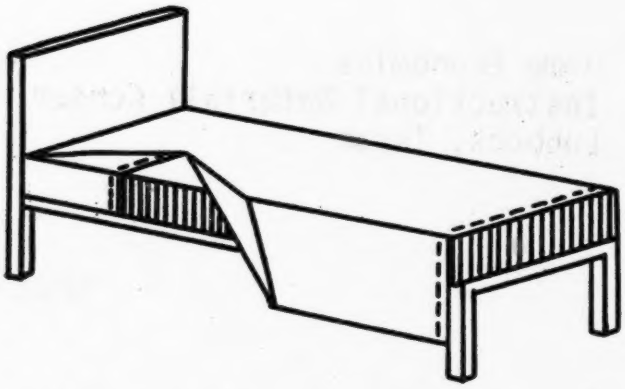
Step B

Lift this section so that a triangle is formed on the top of the mattress.



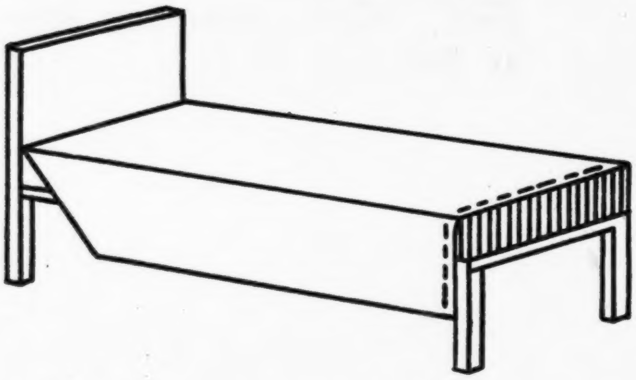
Step C

Tuck portion hanging below mattress under the mattress.



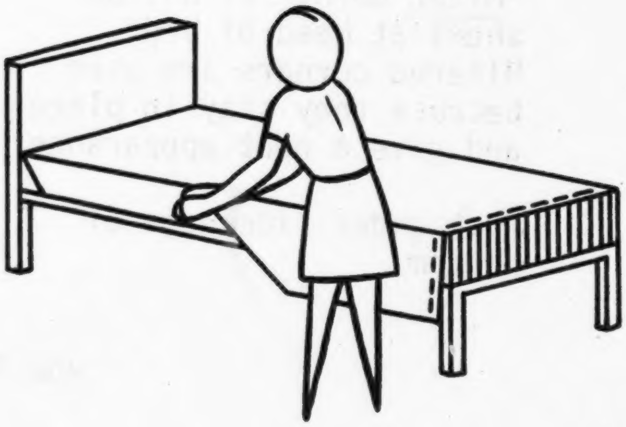
Step D

Drop triangle over side of bed. (When mitering top sheet and blanket together at foot of bed, this is the last step.)

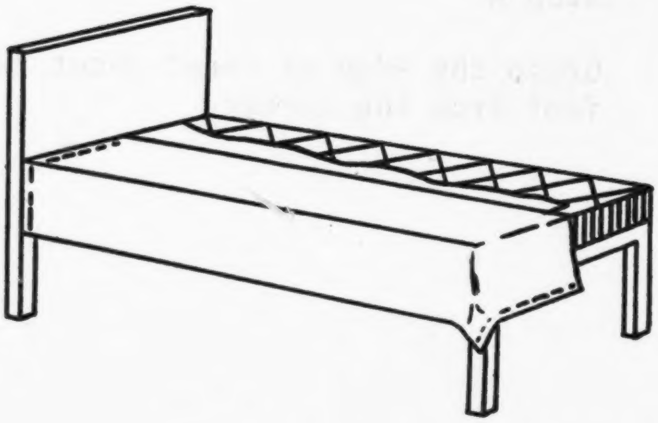


Step E

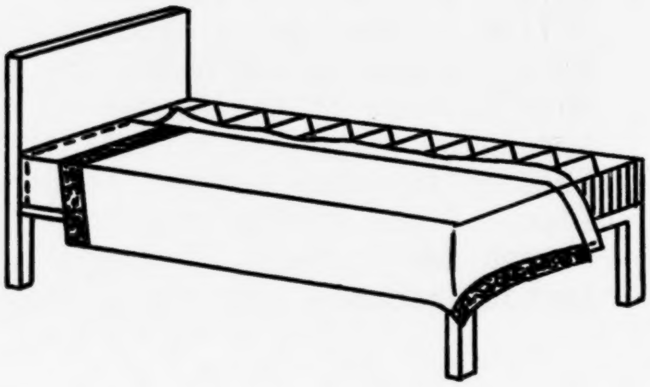
Tuck side edge of sheet under the mattress. (In hospitals, a draw sheet is placed over the bottom sheet about 14" down from the head of the bed.)



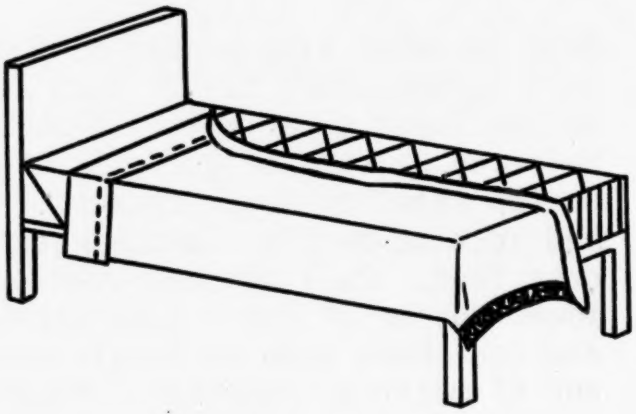
2. Center top sheet on bed with upper edge against headboard. Unfold, letting surplus fall over foot of bed.



3. Unfold and center blanket over top sheet with upper edge 8-10 inches down from the headboard.

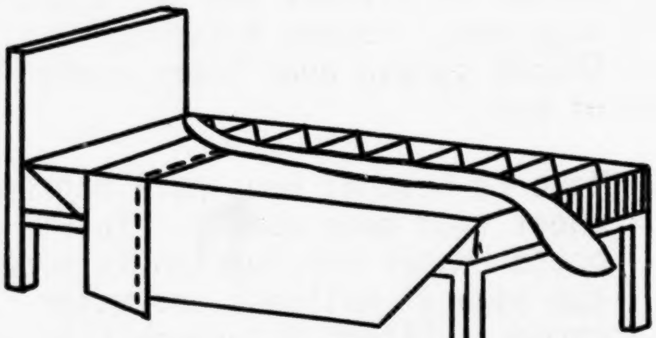


4. Fold the top sheet back over top edge of blanket. Smooth blanket over bed working toward foot of bed.

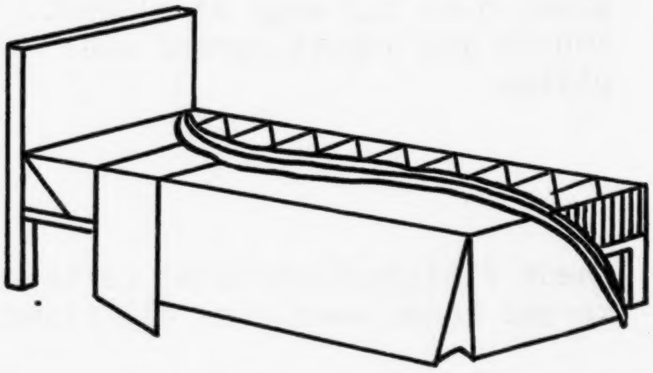


5. At lower corner, tuck under surplus length and miter the blanket and top sheet together. (Steps A through D.)

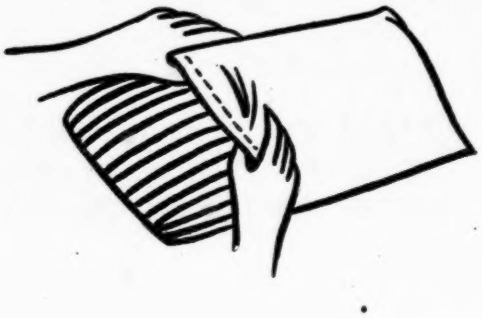
   Do not tuck in side edge of blanket and top sheet.



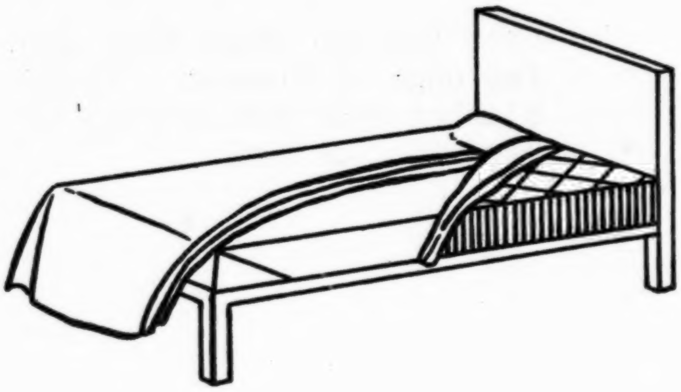
6. Unfold and center spread on bed. Smooth spread with long, even strokes working toward head. Fold down the top edge of spread to receive pillow.



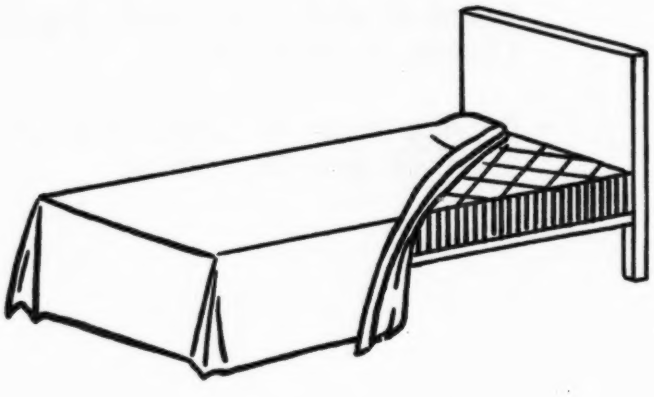
7. Unfold pillow case and place pillow in case using hands only. Do not place pillow under the chin because of the danger of spreading germs and infections. Fold pillow down center, lengthwise. Place pillow over the folded down spread. Arrange spread smoothly over the pillow.



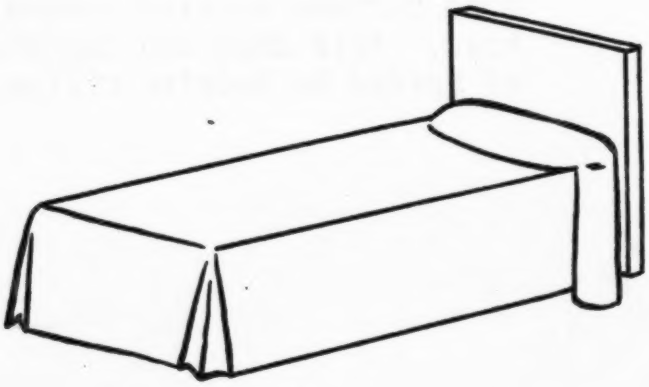
8. Move to other side of bed at foot. Pull bottom sheet taut. Tuck bottom sheet under mattress about half-way up side of bed. Straighten top sheet on lower corner of bed letting surplus length hang over foot. Pull blanket over lower corner of bed. Tuck blanket and top sheet surplus length under end of mattress together. Miter corner of blanket and top sheet together. (Steps A through D.) Smooth spread over lower corner of bed.



9. Move to head of bed; pull bottom sheet taut over corner. Tuck bottom sheet surplus length under top edge of mattress and miter corner. (Steps A through E.) Tuck under remaining side edge of bottom sheet. Straighten top sheet and blanket, folding top sheet over top edge of blanket. Smooth and adjust spread over pillow.



Check finished bed being certain spread hangs evenly on all sides.



QUESTIONS:

1. Why is it important for housekeeping management assistants to use the "once-around" method of bedmaking?

2. What is the reason for not placing the pillow under the chin to put the case on?

3. What is added when making a hospital bed that is not used on a regular bed?

4. In what order are the following steps performed in making a bed by the "once-around" method? If any steps are performed together, list them together.
   A. Tuck in lower edge of bottom sheet on first side
   B. Tuck in upper corner of bottom sheet on first side
   C. Tuck in lower corner of top sheet on first side
   D. Tuck in lower corner of blanket on first side
   E. Smooth out bedspread on first side
   F. Tuck in lower edge of bottom sheet on second side
   G. Tuck in upper corner of bottom sheet on second side
   H. Tuck in lower corner of top sheet on second side
   I. Tuck in lower corner of blanket on second side
   J. Smooth spread on second side

5. What method is used to tuck under the corners of the sheets and blankets? Why?

ASSIGNMENT:

Make a bed by the method you ordinarily use and then by the "once-around" method. Ask someone to watch you and record the time spent, steps taken, and number of trips made around the bed. Multiply the number of steps for each method by 20 to estimate how many steps would be saved by a housekeeper who used the "once-around" method to make beds in 12-14 rooms a day. What was the difference in time for the two methods?

Home Economics
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Lubbock, Texas

UNIT III-5

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: General Cleaning Tasks

TASKS:
Straightens closet, checking to be sure adequate hangers, valet bags, and extra tissue are provided
Cleans all drawers in furniture and replenishes guest items, such as stationery, menus
Places furniture in recommended position and rehangs draperies when necessary
Dusts and/or polishes furniture
Makes final check of room condition before leaving
Checks vacant rooms in assigned section and dusts furniture if necessary
Turns in occupancy report and pass key before leaving
Sorts, counts, folds, marks, and/or carries linens
Cleans lobby, halls, lounge areas, ice machines, and dispensers

OBJECTIVES: Be able to
(1) identify the supplies commonly furnished the guests
(2) describe the furniture placement recommended in the place of employment
(3) explain how to rehang draperies
(4) evaluate own work objectively
(5) identify reasons for checking condition of vacant rooms
(6) recognize reasons for special care of public areas

REFERENCES:
Daily Maintenance of Public Washrooms. Huntington, Indiana: Huntington Laboratories. pp. 1-3.

Department of Housing and Urban Development. Simplified Housekeeping Directions for Homemakers. Washington, D.C.: U.S. Government Printing Office, 1965. pp. 18-19.

Pfeiffer, William B. and Walter O. Voegele. The Correct Maid for Hotels and Motels. New York, New York: Hayden Book Company, Inc., 1965. pp. 37-39; 43-47.

GENERAL CLEANING TASKS

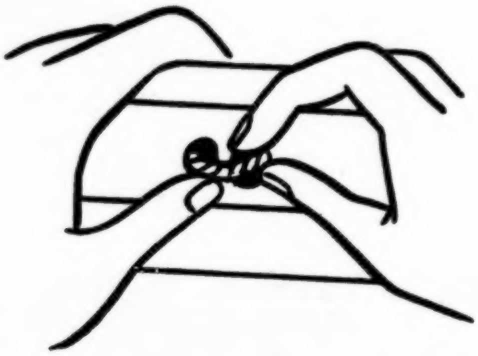
The housekeeping assistant should be familiar with the supplies provided for the comfort of the guest and their proper placement. Such items as pitcher and glasses, shoe cloth, laundry bag, stationery, Bible, matches, telephone directory, menus, "Do Not Disturb" sign, fly swatter, coat hangers, and valet bags may be among those supplied to the guests. It is the responsibility of the housekeeping assistant to see that these items are replenished, when necessary, and/or returned to their proper places.

While occupying a room the guest may rearrange the furniture. The housekeeping assistant will be expected to place the furniture in its original location when she cleans the room. The furniture should be arranged so there are clear traffic paths from one area of the room to another. Being familiar with the recommended furniture placement at her training station also enables the housekeeping assistant to determine if anything is missing from the room, in which case the supervisor should be notified immediately.

Another item which may require attention is the draperies. Occasionally hooks work out of the pleats in draperies and must be replaced. The hook should be replaced in the pleat the same distance from the top of the draperies as the other hooks are placed. Then the traverse rod which draws the draperies back and forth should be closed and the hook placed in the empty guide or carrier on the rod.

When draperies are being rehung after cleaning or being completely removed, the traverse rod is closed and the hooks are placed in the guides or carriers on the rod starting at the center and working toward the outside. If the draperies are on a non-traverse rod they are put back on the rod and the draperies spread out evenly across the entire area.

In addition to checking to see if the hooks are all attached to the rod carriers, it is necessary to pull the cord to see if the draperies draw properly. If they do not draw, the cord has probably slipped from under the hook located on the back of each carrier. Replace cord as shown in the illustration.



If the draperies need other attention, such as repairing of seams, tears, or tightening of loose hardware, this should be reported to the housekeeper.

Furniture care products should be selected according to the type of finish and the amount of shine desired rather than according to the type of wood. Dry dusting is not recommended because dust particles scratch and dull the finish.

Occasionally a guest may have damaged the finish on a piece of furniture by placing a damp cloth or glass of water or ice on it. Special treatments are necessary for removing these water spots. Check with the supervisor for the method appropriate for the type of furniture used at your training station.

Furniture which has cracks in the finish needs to be treated with furniture polish to keep it moist. When furniture becomes dirty, it should be cleaned. The supervisor may suggest washing the furniture or using a liquid wax which both cleans and restores the shine. Follow directions carefully.

Metal and glass surfaces should be cleaned to eliminate finger marks, spills, and rings caused by glasses. The supervisor will suggest a procedure for properly cleaning these surfaces.

Laminated plastic tops can be dusted with a damp cloth and waxed when a sheen is desired.

Telephones need to be cleaned and disinfected. Private telephones in guest rooms should be cared for daily. Public telephones should be cared for several times a day. The mouth piece needs special attention because it comes into very close contact with the individual and could be a breeding place for unknown bacteria.

The housekeeping assistant should take a careful look at the room before leaving. She should evaluate her own work to determine if she is doing the job correctly and to the best of her ability. Regardless of how minor something may seem, the housekeeping aide should leave everything in the room in the best condition possible. Careful attention to small details helps to insure that the guest will be pleased with the room. Remember, guests who are pleased are more likely to return. If the supervisor requests that a portion of the room be done over, the task should be done willingly.

Vacant rooms are checked daily to determine their general condition. They may need to be dusted if they have been unoccupied for some time or cleaned if they were used after the major cleaning. If any items are missing or if the room has or is being used by an unauthorized person, this should be reported.

RECORD KEEPING

The housekeeping assistant may be asked to help keep records concerning the condition of each room, the state of occupancy, and/or a count of the linen. These records are then collected by the supervisor and compiled into a report. The manager uses this report to determine linen cost and to determine occupancy statistics (cross-check occupancy rates).

The cost of linens is staggering, especially since there must be four to five complete sets for every bed. The linen is usually distributed in this way: clean linens on the bed, dirty linens on a cart or on the way to the laundry, linens at the laundry, and perhaps a set on the way back plus a set in the linen room. Linens need special care to prolong their lives. It is usually suggested that they be taken directly to the cart to prevent additional soiling or snagging on the rough surfaces of furniture. The supervisor will teach you the correct procedure for handling the linens at your training station.

Pass keys should be returned to the housekeeper at the end of the day. This lessens the chance of losing a master key. A master key falling into the wrong hands could be expensive for the motel since the room could be used without being paid for or the furnishings could be removed.

PUBLIC AREAS

Lobbies, halls, lounges, and public rest rooms need to be kept especially clean since many guests form their first impressions from the appearance of these areas. Ice machines, cold drink machines, and dispensers should be cleaned several times a day. Ash trays should be emptied often and magazines straightened or replaced in racks or on tables in the entrance area. The furniture and floors will need to be dusted frequently.

QUESTIONS:

1. Draperies should always be
   a. left open.
   b. left closed.
   c. distributed evenly when closed.
   d. distributed evenly when open.

2. When draperies on a traverse rod fail to open and close properly, what is usually the problem?

3. Dry dusting furniture
   a. saves time.
   b. is more economical.
   c. scratches the furniture.

4. Jane carelessly left a damp cloth on the dresser top. She will need to remove the water spot as soon as possible.
   What determines the method of treatment she will use?

5. It is important to evaluate your own work because this is likely to
   a. improve the appearance of the room.
   b. be appreciated by the manager.
   c. increase pride in work well done.
   d. All of these

6. Vacant rooms need to be checked
   a. daily.
   b. weekly.
   c. never.

7. Extra linens for each bed are desirable. Approximately how many complete sets will be available to the housekeeper?

8. Why are businesses so strict about pass keys?

9. What area of the motel or hotel makes the first impression on the visitor?

10. How will the housekeeping assistant know where to place the furniture in rooms being cleaned?

11. What can be used to brush fabric-upholstered chairs?

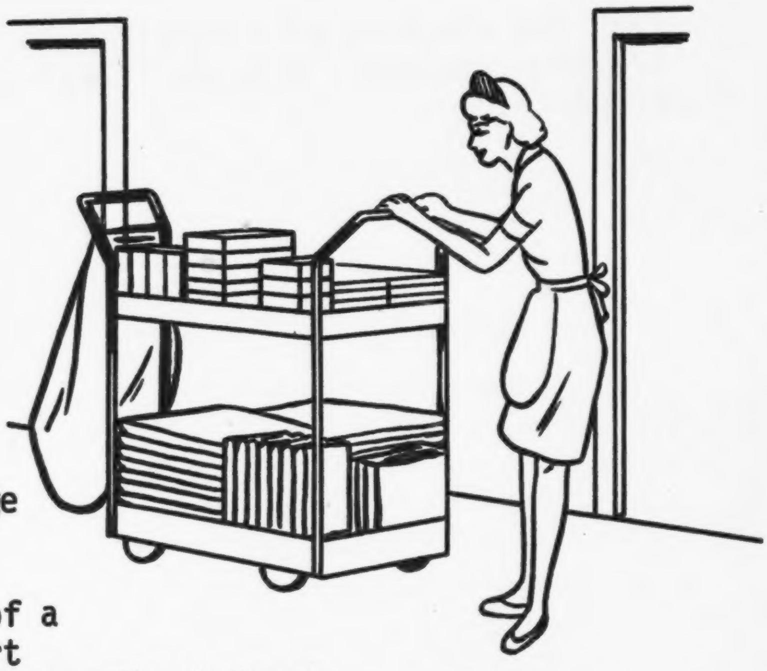
12. For what two reasons is it suggested the light be turned on when cleaning the closet?

ASSIGNMENTS:

I. What items are supplied for the comfort of the guest at your training station? Where is each of the items to be placed?

II. Describe or draw the recommended placement of furniture in a room at your training station.

III. Prepare a check list you can use to evaluate the appearance of the room when you are through cleaning it.



UNIT III-6

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: Supply Carts

TASK: Fills cart will supplies issued by person in charge

OBJECTIVES: Be able to (1) plan the stocking of a supply cart based on a Room Check Sheet
(2) analyze situations in which the arrangement of supplies on a cart can help or hinder a maid

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. p. 4:9.

Housekeeping assistants work from a cart which carries all the necessary linen supplies, paper items, soap, matches, and required make-up items as well as broom, vacuum cleaner, and pails. Work is organized since time does not need to be spent running back and forth for supplies. Use of a well-stocked cart saves steps and increases efficiency.

The cart should be prepared and ready for action before the housekeeping assistant begins cleaning the rooms. The equipment placed on the cart at the beginning of the day should be clean. Supplies should be neatly arranged on the cart so there is a place for everything and so all items are easily accessible. The most frequently used items should be near the front. Linen may be stacked in complete sets or like items grouped together depending on the procedure used at your training station.

The cart is pushed to an area near the room to be cleaned. It should never be left where someone can bump into it. In some hospitals when the doctor enters the room, the maid is expected to remove all of her cleaning supplies from the room and put them back on the cart until the doctor leaves the room. The trash should be kept covered. At the end of the day, the cart should be returned to the housekeeping department and checked in.

ASSIGNMENT:

Plan the stocking of a supply cart based on a Room Check Sheet used at your training station. Draw an illustration of the cart with the items arranged properly.

Home Economics
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Lubbock, Texas

UNIT III-7

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: All Set--Let's Do the Dishes

TASK: Loads and operates dishwasher or washes dishes by hand

OBJECTIVES: Be able to (1) recognize proper methods for using a dishwasher
(2) identify sanitary methods for hand dishwashing

REFERENCES: The Dishwashing Book. Pittsburgh, Pennsylvania: Calgon Corporation, Home Service Department, 1965. pp. 1-25.

Fitzsimmons, Cleo and White, Nell. Management for You. Chicago, Illinois: J.B. Lippincott Company, 1968. pp. 110-115.

HOW WELL ORGANIZED ARE YOU?

QUESTIONS:

1. Cooking utensils are usually the worst part of washing dishes. Food sticks to the bottom and sides and may not be easily removed.
   a. What temperature water should be used to soak a macaroni dish?
   b. What temperature water should be used to soak a fry pan?

2. Scraping and pre-rinsing are suggested for hand washing. Why is this necessary?

3. a. What is the suggested work flow for hand washing dishes?
   b. Which two items are washed first?

4. Jane is right handed. She should hold the dishes in her ____________ hand while washing. The dish should be placed in the drainer with the __________ hand to prevent crossing hands.

5. Extra detergent in the dishwashing water
   a. speeds the work.
   b. makes more suds.
   c. takes longer to rinse.

6. Hot water is desirable for rinsing because it
   a. is more sanitary.
   b. speeds drying time.
   c. helps eliminate spotting.
   d. All of these

7. Air drying dishes is preferred over cloth drying because it is
   a. faster.
   b. more sanitary.
   c. less expensive.

8. The mechanical dishwasher is desirable because it
   a. saves time.
   b. is more sanitary.
   c. saves energy.
   d. saves time and is more sanitary.
   e. a, b, and c.

9. Jane has to prepare the dishes for washing. She should scrape them with a
   a. rubber spatula.
   b. spoon.
   c. sponge.

10. How is the dishwasher an investment in the family's health?

11. For what three reasons do dishes need to be scraped before they are placed in the dishwasher?

12. Dishes are rinsed with hot water to kill germs; suggest three ways of doing this when rinsing by hand.

13. Which is the most important?
    a. The method used to rinse dishes
    b. The length of time the hot water is in contact with the dishes

ASSIGNMENT:

Analyze the procedure you use when washing dishes. What can you do to improve the organization of this task? (Consult the references for ideas.)

UNIT IV-1

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

SUBJECT:	Sanitation and Disinfection
TASKS:	Cleans an occupied hospital room Cleans an unoccupied hospital room or discharge unit Cleans an isolation unit
OBJECTIVES:	Be able to (1) recognize reasons for disinfecting (2) identify conditions affecting bacterial growth (3) identify techniques of disinfecting
REFERENCE:	Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 2:1-11.

One of the major concerns in hospital cleaning is that of disinfection. Just one moment of carelessness may lead to cross-infection and the spread of disease. An understanding of principles of sanitation and disinfection can help to prevent such mistakes and is, therefore, essential to the housekeeping management assistant employed in a hospital.

This unit includes the basic information on hospital cleaning except for directions on bedmaking. Refer to Unit III-4 for this information.

QUESTIONS:

1. Explain Lister's aseptic technique.
2. Why is hospital sanitation so essential?
3. Why is the task of keeping a hospital sanitary so difficult?
4. Give three reasons why it is important to know how to treat harmful germs.
5. The per cent of microorganisms harmful to man is (small, large) ______.
6. Bacteria grow more rapidly in the (light, dark) ________.

7. What temperature range is most conducive to bacteria growth?

8. Pathogenic bacteria grow best at ______ temperature. They destroy __________ by using it as food and then give off waste products which are __________.

9. The waste product given off by disease-causing bacteria is known as ________________.

10. __________ is the form of bacteria generally found on the skin.

11. How much can bacteria move by themselves?

12. How do bacteria get from one place to another?

13. Justify the careful removal of dust in a hospital.

14. In what ways is an environment ideal for bacteria similar to ours?

15. Why is a prolonged high temperature necessary to kill spores?

16. A virus is (smaller, larger) ____________ than a bacterium.

17. If viruses can live only on living cells, why does the housekeeping department need to worry about them?

18. What happens to bacteria on a clean surface?

19. What personal hygiene is essential for a housekeeping assistant?

20. Name three ways to contract infection.

21. What is disinfection?

22. a. What are the three basic types of disinfection?
    b. What are the requirements for disinfection by boiling?
    c. Which type would be effective against spores?

23. What factors determine the method of disinfecting you will select?

24. Name the two steps necessary to disinfect a surface.

25. What precautions should be taken with equipment to control infection?

26. What areas are disinfected with phenolics?

27. Why should disinfectants not be mixed with other detergents or chemicals?

ASSIGNMENTS:

I. Demonstrate or prepare a chart showing the proper technique for handwashing.

II. What practices can you use on your job to control infections?

III. What disinfectants are used at your training station?

UNIT IV-2

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

SUBJECT: Occupied and Discharge Rooms in Hospitals

TASKS: Cleans an occupied hospital room

Cleans an unoccupied hospital room or discharge unit

OBJECTIVES: Be able to (1) describe proper procedures for cleaning occupied, unoccupied, and discharge units in a hospital
(2) compare procedures in reference with those used on-the-job
(3) prepare a check list for evaluation of room which has been cleaned

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 10:1-20.

QUESTIONS:

1. What are the three objectives of the housekeeper when cleaning patient units?
   a.
   b.
   c.

2. While working in a patient's unit the housekeeper should
   a. clean thoroughly.
   b. be cheerful.
   c. be careful with personal belongings.
   d. All of these

3. The most important item in the patient unit is the
   a. bedside cabinet.
   b. bed.
   c. foot stool.
   d. tray table.

4. What are the three steps followed when washing hospital furniture?
   a.
   b.
   c.

5. Single sheet toilet paper dispensers give the best service when
   a. they are refilled daily.
   b. they are cleaned and disinfected.
   c. the bottom sheet of new package is interfolded with top sheet of old package.

6. What equipment is needed for cleaning an occupied bed?

7. While Mary was cleaning the patient's room, she did the following things. If you were her supervisor, which of these practices would you recommend that she not follow?
   a. When she entered the room, she greeted the patient and introduced herself.
   b. After cleaning the bedside table, she put the patient's personal belongings back as she had found them.
   c. She took time to sit down and visit with the patient for awhile.
   d. She tried to work as quietly as possible.
   e. She left the room several times to get supplies to be furnished the patient.

8. List the eight parts of an occupied bed which need to be cleaned.

In questions 9-15, match the method of cleaning to use for each of the items listed.

ITEMS	METHOD OF CLEANING
9. Bathroom floor	A. Damp-dust
10. Window sills	B. Wash and dry
11. Waste baskets	C. Wet-mop and rinse
12. Paper towel dispenser	
13. Bedside table	
14. Overbed table	
15. Shower	

16. How does an unoccupied unit differ from a discharge unit?

17. What is the purpose of cleaning an unoccupied unit?

18. How often do the following tasks need to be performed in an unoccupied room? (Daily or Periodically)
    a. Check overall condition of the room
    b. Damp-mop room and bath
    c. Dust-mop floors with a treated dust mop
    d. Dust furniture and fixtures

19. What is the major objective in cleaning a discharge unit?

20. Which surfaces in a discharge unit must be disinfected?

21. The first step in cleaning a discharge unit is
    a. check for personal items left by the patient.
    b. ventilate.
    c. empty wastebaskets.
    d. empty ash trays.

22. While cleaning the discharge unit, for what purpose would the housekeeping assistant leave?

23. a. How should bed linens and blankets be removed from the bed in a discharge unit? Why?
    b. What should be done with the plastic pillow and mattress covers?
    c. What should be done with the pillow?

24. In a hospital unit a bed is made free of wrinkles because it is
    a. more comfortable for the patient.
    b. more sanitary.
    c. looks better.

25. What is the additional linen used on hospital beds which is not used in motels?

ASSIGNMENTS:

I. Compare the procedure and order of steps for cleaning occupied and discharge units discussed in the reference with the procedure and order of cleaning required at your training station. Are there any major differences? If so, discuss these differences stating reasons for them.

II. List the supplies furnished the patient at your training station. Distinguish between the ones supplied by the housekeeping department and those furnished by some other department.

III. Review the procedures for cleaning sinks and toilets. Which of these suggestions could you use to improve your cleaning procedures?

IV. Using pp. 10:22 and 23 in *Being a Housekeeping Aide* as a guide, develop a check list you could use to evaluate the condition of the room when you have finished cleaning it.

V. If you are responsible for cleaning the operating room, x-ray and laboratory department, dietary department, laundry chute, or linen room, refer to the *Work Manual of the Executive Housekeeper in the Hospital*, pp. 18-19, and 24-26. Compare the procedures listed in the reference with those you use. List any differences you have found between the references and your training station.

UNIT IV-3

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

SUBJECT:	Isolation Units
TASK:	Cleans an isolation unit
OBJECTIVES:	Be able to (1) identify proper techniques for cleaning isolation units (2) describe correct use of the fogging machine
REFERENCES:	Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 11:1-23. Huntington Laboratories. The Work Manual of the Executive Housekeeper in the Hospital. Huntington, Indiana, 1968. p. 15.

QUESTIONS:

1. How does regular isolation differ from reverse isolation?
2. What are two terms used in place of "infectious"?
3. What five precautions are used in the isolation technique?
4. How often is the isolation unit disinfected while occupied?
5. Which body member is most likely to become contaminated while cleaning an isolation unit?
6. What is the most important thing to remember when removing an isolation gown? Why?
7. List at least four precautions which are necessary when using a mask.
8. For what three reasons is contaminated laundry handled separately from general soiled laundry?
9. How is extremely contaminated linen handled differently from less contaminated linen?

10. How does daily cleaning of an isolation unit differ from daily cleaning for regular patient units?

11. What is the major difference in wet-mopping floors in a contaminated area from wet-mopping for general cleaning?

12. What are three types of terminal disinfection?

13. Why are beds made before floors and furniture are dusted in the discharge isolation unit?

14. Clean draperies or venetian blinds are hung
    a. in all discharge units as they are cleaned.
    b. in all isolation units as they are cleaned.

15. What should spray operators wear when spray disinfecting an isolation unit?

16. What is an advantage of the spray disinfectant method?

17. Before fogging a room what equipment is removed?

18. A fogging machine should be placed so the fog is aimed at the ________.

19. A room which has been fogged should remain undisturbed
    a. 10 minutes.
    b. 20 minutes.
    c. 30 minutes.

20. List and discuss four techniques used for decontaminating mattresses.
    a.
    b.
    c.
    d.

21. What is wet-vacuuming?

22. In what order are the following tasks performed when cleaning an occupied isolation room? Arrange the letters of the tasks in the appropriate order.
    A. Clean bathroom fixtures and disinfect toilet
    B. Dust-mop room and bath
    C. Damp-dust furniture
    D. Fill dispensers
    E. Empty wastebasket and remove soiled linen
    F. Damp-mop floors

23. Where should one begin and end when dust-mopping the room?

ASSIGNMENTS:

I. Practice handling contaminated linen according to the method described in the reference.

II. What method of terminal disinfection is used at your training station? Briefly describe techniques of using this method.

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UNIT V-1

MANAGEMENT OF YOUR OCCASIONAL DUTIES

SUBJECT: Care of Mattresses, Draperies, and Furniture

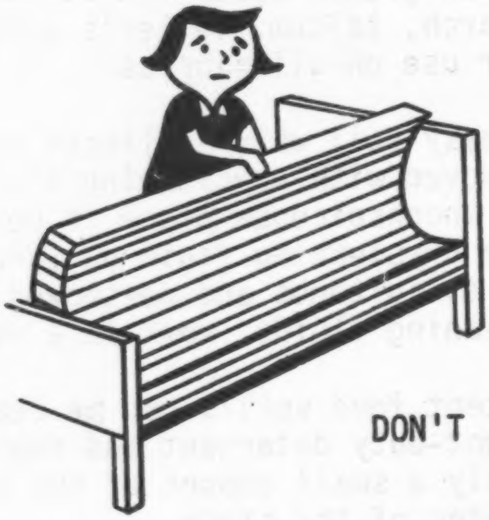
TASKS: Assists in turning mattresses when directed

Cleans window treatments, light fixtures, and furniture

OBJECTIVES: Be able to (1) recognize correct procedures for turning mattresses
(2) describe ways to clean various window treatments
(3) select correct procedures to follow when cleaning different types of furniture
(4) identify procedures for cleaning light fixtures

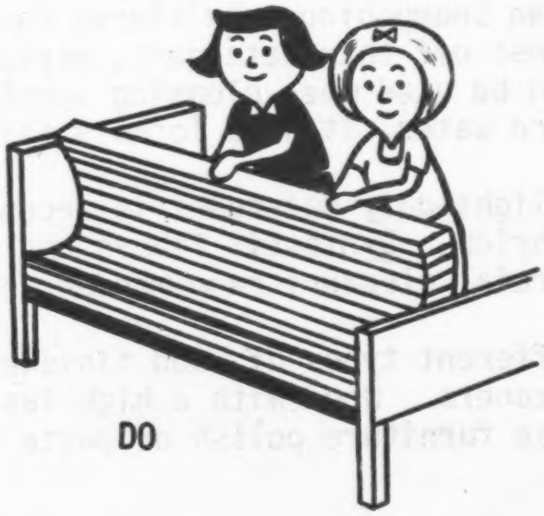
MATTRESSES

Mattresses are usually turned once a week. At least two persons are required to turn a mattress. They must remember to move together doing each part of the job at the same time. Never try to turn a mattress alone as this could easily result in a back injury. Turning the mattress frequently allows it to wear more evenly and is more sanitary.



DON'T

Mattresses may be cleaned with a solution of 1/4 c. detergent, 3/4 c. cool water, and 1 T. ammonia (if the mattress is very dirty) which has been beaten with an egg beater to form a stiff foam of suds. The suds are then rubbed on a small area of the mattress with a sponge, stiff brush, or cloth and rinsed off with a clean, damp cloth. The rinse water should be changed when it begins to look dirty. The mattress should be allowed to dry for three to four hours before making the bed.



In health care institutions, the mattress is cleaned with a germicidal cleaner. This is done each time a patient checks out. Refer to pages 11:22-23, Being a Housekeeping Aide for information concerning disinfection of mattresses in isolation units of a hospital.

FURNITURE AND WINDOW TREATMENTS

REFERENCES: Required: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 12:1-15; 14:12-14; 17:7-8.

Supplementary: MacNab, Marian and Purchase, Mary E. Housecleaning Handbook for Young Homemakers. Ithaca, New York: Cornell University, 1966. pp. 16-19.

Manufacturers are trying to lower the maintenance cost of upholstered furniture and drapery fabric by making it dust repellent, easy to clean, sun and tub fast, and water proof. However, all types of fabrics do require expert care.

Removal of spots is easier if done as soon as possible after the spotting occurs. The housekeeping aide should, therefore, check for spots which need to be removed each time she cleans a room.

Fresh grease spots can be removed with absorbent powders, such as cornstarch, talcum, fuller's earth, or French chalk. These powders are safe for use on all fabrics.

Greasy soil which collects on the back or arms of chairs can often be removed with drycleaning fluids. Test a piece of the upholstery fabric in an inconspicuous place to be sure the fluid will not cause fading. Never use drycleaning fluid on furniture which has foam rubber padding because it is softened and destroyed by the fluid. CAUTION: When using drycleaning fluids, work in a well-ventilated room.

Recent food spills can be removed with a homemade solution of one part light-duty detergent and four parts warm water, or a commercial rug shampoo. Apply a small amount of the solution and work from the outside toward the center of the stain.

When shampooing upholstered furniture, never use soap. It is harder to rinse off than detergent, especially with the small amount of water that can be used when cleaning upholstered furniture. When soap is used with hard water, it also forms a sticky film which catches dust and soil.

A light-duty detergent is recommended for cleaning wool and silk upholstery fabrics. Synthetic fibers and cotton may be cleaned with detergents or commercial cleaners recommended for general upholstery cleaning.

Different types of wood finishes on furniture require different polishes or cleaners. Wood with a high luster finish should be polished with a non-oil base furniture polish or paste wax. Low, dull luster finishes, on the other hand, require a non-abrasive, non-oil cream-type wax. Natural oil finishes should never be waxed, but rubbed occasionally with boiled linseed oil.

QUESTIONS:

1. Which vacuum cleaner attachment is used for vacuuming the seams of upholstered furniture?
2. List the three basic types of soil commonly found on upholstered furniture and the type of cleaner to use for each type of soil.
   a.
   b.
   c.
3. What safety precaution should be observed when turning a mattress?
4. The care of vinyl and leather furniture is similar. What is the main difference?
5. What kind of motion is recommended when cleaning upholstered furniture?
6. What direction should one rub when polishing wood furniture?
7. How can burns, mars, or scratches be removed from furniture with a natural finish?
8. a. What are the three major steps in cleaning metal furniture?
   b. Why should the use of strong abrasives be avoided?
9. a. What safety precaution must be taken before cleaning light fixtures?
   b. What might happen if it is not done?
10. What might happen if you tried to clean a light bulb that had just been turned off?
11. What kind of strokes should be used to vacuum or dust window shades? Why?
12. In what type of institution would it be better to vacuum, rather than dust, venetian blinds? Why?
13. How should pottery lamp bases be cleaned? imitation parchment shades?
14. Why does keeping the radiator clean help to keep the windows clean?
15. What are the three main steps in cleaning radiators?

16. Which attachment would you use to vacuum draperies?

17. What is the procedure for vacuuming draperies?

18. What type of polish should be used on wood finishes with a high luster?

19. Why is it better to use a detergent than a soap when shampooing upholstered fabrics?

20. Judy's employer asked her to shampoo a chair covered with nylon upholstery fabric. What cleaning agent should she use?

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UNIT V-2

MANAGEMENT OF YOUR OCCASIONAL DUTIES

SUBJECT: Methods for Washing Walls, Windows, and Woodwork

TASKS: Washes walls, windows, and woodwork

Sweeps porches and walks

OBJECTIVES: Be able to (1) differentiate methods suitable for cleaning a variety of walls, such as painted, tiled, paneled, papered
(2) describe a method for effective and efficient cleaning of windows
(3) recognize proper equipment, supplies, and methods for cleaning woodwork
(4) identify proper use of different kinds of brooms

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 7:4-16.

KEEP WALLS CLEAN

Dirty walls create a poor impression which is impossible to counteract regardless of how bright the furniture and floors may be. Wall washing is a job for trained personnel. If the person doing the task is inexperienced, the wall may appear streaked, stained, or lapmarked. Dusting or vacuuming walls before they are washed, however, helps to reduce streaking.

One procedure for maintaining the appearance of walls is spotting. A plastic squeeze bottle filled with diluted detergent is excellent for wall spotting. The diluted detergent may be sprayed sparingly on the dirty area and wiped away with a damp sponge. Spots should be removed as they appear and not allowed to accumulate. If walls are already dirty, however, spotting makes the uncleaned area look even worse. In this situation, the entire wall should be cleaned.

Most wall washers start from the bottom and work up. This prevents the streaking which often occurs when the detergent solution from the sponge runs down the soiled wall. It is important that the surface be rinsed before it is allowed to dry. Rinsing removes the residue left from the cleaning agent which could damage the surface of the wall if allowed to remain. When personnel is available, a two person wall washing team speeds the washing and rinsing procedure.

Proper selection and measuring of the detergent is important. Careful measuring will provide the amount necessary to wash away the dirt, but not remove the paint from the surface.

Special Tips:

1. Only clean water and clean sponges can do a clean job. Change the detergent solution and rinse water as often as necessary. Dirty water or sponges will only smear the dirt around.
2. The addition of ammonia to wall-washing solutions helps to cut grease.
3. Scratches in plywood paneling can be treated with a commercial stain or a nut meat which has been cut.
4. The seams in the tile wall in a bathroom may be cleaned with a chlorine bleach solution or mild scouring powder applied with an old toothbrush.

WINDOWS

REFERENCE: Department of Housing and Urban Development. Simplified Housekeeping Directions. Washington, D.C.: U.S. Government Printing Office. 1965. pp. 22-23.

Special window cleaning solutions are available, but many housekeepers prefer to wash windows with plain water. A small amount of ammonia will aid in cutting grease. When purchasing a window cleaner, select one which will rinse freely and dry quickly. Products which leave a film are hard to remove. The window frame should be wiped dry to prevent loosening the putty which holds the pane of glass in place. Never lean on a pane of glass that is being cleaned.

WOODWORK

Woodwork will need to be cleaned more often than walls. It can be washed with the same solutions which are used to wash painted walls. The same procedure for washing and rinsing is used also. Stubborn streaks may be removed with undiluted cleaning solution and then immediately rinsed.

BROOMS, FLOOR BRUSHES, AND TREATED MOPS

The broom is probably used more in the home than anywhere else. Motels are usually carpeted and have little use for brooms. Health care institutions use chemically treated cotton mops and cloths.

Treated mops can be purchased and then regularly cleaned by the institution or rented from a laundry supply house. In the latter case, the mops have already been pre-treated. Disposable cloths which are uniformly treated and inexpensive are also available.

Brooms are made of corn fibers or synthetic materials such as nylon or plastic. Floor brushes consist of bristles set in wooden or plastic blocks and have removable handles. Bristles are made from horsehair, fibers, carbon steel wire, or nylon and set in blocks which vary from 2 to 4 inches in length. The wide floor brushes might be used in sweeping outdoor areas, such as sidewalks, drive-ways, garages or long corridors. Brooms are usually used for small clean-up jobs. V-shaped brushes are used for cleaning baseboards.

Dust pans are usually a companion to the broom or floor brush. They come equipped with long or short handles, and with or without lids. They are selected according to soil and use. The long-handled dust pans are usually used in institutions where frequent pick-ups of dust and lint are necessary. The homemaker will probably select the short handled one since she uses it less often and this type is more easily stored.

QUESTIONS:

1. Why is it important for walls to be cleaned regularly? (Give two reasons.)

2. The procedure recommended for wall washing is to wash from bottom to top. What is the advantage of this method?

3. The primary advantage of using a wall washing machine is that it
   a. is fast.
   b. is safe.
   c. disinfects the wall.

4. Wall washing machines are not recommended for use on
   a. rough-surfaced walls.
   b. smooth-surfaced walls.
   c. painted walls.

5. For what purpose is ammonia added to wall washing solutions?

6. Scratches in plywood paneling can best be treated by
   a. washing with detergent.
   b. polishing with the grain.
   c. treating scratch with cut nut meat.
   d. using a commercial stain.

7. Describe a method for cleaning the seams in a tile bathroom.

8. Where should solutions for washing woodwork be tested?

9. What precaution should be taken when washing windows with wooden frames?

10. Describe the motions involved in washing windows.

11. What three steps are necessary for preparing windows for washing?

12. What kind of cleaning tool would a hospital use for sweeping a corridor?

13. Why are brooms not used in health care institutions?

14. Why would you select a floor brush with a long handle to sweep a walkway? (Give at least two reasons.)

15. When washing woodwork, how can you keep from getting the walls wet?

Fill in the blanks to complete the procedures for cleaning different types of walls.

Tile
16. Use a __________ cleaning solution. For stubborn stains, use ________.

Fabric Walls
17. Be careful not to allow seams and edges to ____________. If too much water is used, the fabric may ___________________.

Marble
18. A solution of clean water and ___________ may be used. Never use ____________, ____________, ______________, or ______________ on marble walls.

Unpainted Walls
19. Unpainted plaster walls should not be washed unless they have been ______________________.

20. Joe started to dry-dust some walls on a hot, humid day. When his supervisor saw what he was going to do, he told him to wait until it was less humid. Why do you suppose he said this?

21. In what direction should walls be dry-dusted? Why?

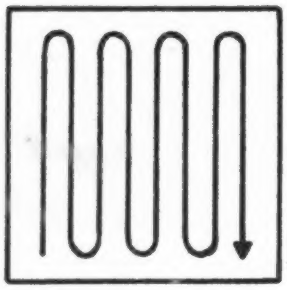
22. a. What three motions are used when washing walls?
    b. Give two reasons these motions are recommended.

23. What can be used to remove finger marks when dry-dusting a wall?

24. John was using short, back-and-forth movements as he used the wall washing machine. He soon began to feel tired. What recommendation would you make to him?

25. What is used to clean unwashable wallpaper?

26. Which illustration shows the recommended direction for cleaning ceilings?



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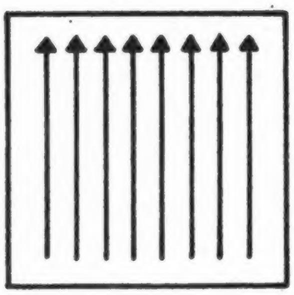

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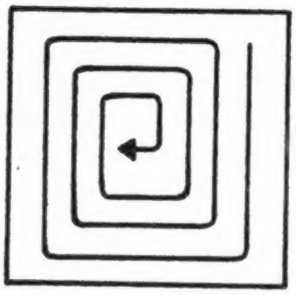

C

ASSIGNMENT:

Select at least one of the cleaning tasks described in this section which you perform at your training station. Since collecting all necessary equipment and being familiar with the procedure to follow are keys to efficiency, list the equipment needed and the procedure to follow when performing this task.

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UNIT V-3

MANAGEMENT OF YOUR OCCASIONAL DUTIES

SUBJECT: Methods for Cleaning Kitchen Equipment

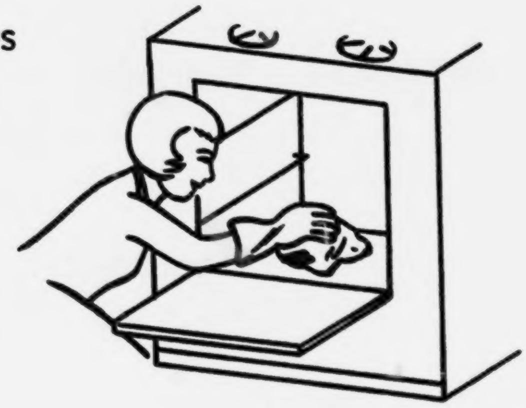
TASKS: Cleans range tops and ovens, exhaust fans, and coffee makers

Defrosts and cleans interior of refrigerators

OBJECTIVES: Be able to
(1) recognize methods used for cleaning ranges
(2) identify proper method for cleaning refrigerators
(3) describe procedure for cleaning the filters on exhaust fans
(4) explain how to clean coffee makers

RANGES

REFERENCE: Department of Housing and Urban Development. Simplified Housekeeping Directions. Washington, D.C.: U.S. Government Printing Office, 1965. pp. 7,8.



The outside enameled surfaces should be cleaned after the range has cooled because enamel surfaces are easily chipped when hot. Spills, however, should be wiped up immediately with a dry cloth. Surface units should be cleaned according to manufacturer's instructions. Care should be taken not to destroy special finishes; they control the performance of the surface units.

Before giving the range a thorough cleaning, be sure all units are turned off. Reflection pans under the units on an electric range can be removed and washed with other utensils. Spilled foods can be burned off electric units by heating the food remnant until it is charred, allowing the unit to cool, and then lifting the charred remnant off with a case knife or simply brushing off the ashes. The rim is then wiped clean with a mild cleanser and dried.

The burners and grates on a gas range should be thoroughly washed in hot suds, rinsed, and dried. After replacing the grates and allowing time for them to dry, light each burner to be sure it is operating properly.

The broiler should be cleaned thoroughly each time it is used. Spattered grease can be wiped up with a paper towel while it is still warm. After the broiler unit has cooled, the inside should be wiped with a soapy cloth; ammonia and fine steel wool help cut grease. Rinse with clear water and dry. The rack and pan should be cleaned according to the type of material from which they were made.

Even though immediate attention is given to spills in the oven, it also will need a periodic cleaning. One method of cleaning the oven is to pour about 1/2 cup ammonia into a small bowl, place in oven, close door, and allow to remain overnight. The fumes from the ammonia will loosen the grease. The oven can then be wiped clean with a soapy cloth. A fine steel wool can be used to remove stubborn spills. Rinse thoroughly with a cloth wrung in clean water.

Commercial products are available also for oven cleaning. They can be spread either on the oven interior with a small brush applicator or sprayed on. Spread newspaper on the floor and try to prevent the cleaner from running down the front of the range as it may damage the floor. Always be careful to keep the cleaner out of your eyes and to wear rubber gloves. The directions on the label will tell you what to do in case some of the cleaner spills on your skin or comes in contact with your eyes.

After the cleaner has been allowed to soak, it is wiped away with a cloth or sponge wrung in clear water. The directions on the label may suggest that a small quantity of vinegar be used in the rinse water. Turn the oven on for the length of time and at the temperature specified on the label in order to burn away the smell. CAUTION! The commercial oven cleaner is very effective, but it must be used according to directions on the label.

REFRIGERATORS

REFERENCES: Required: Department of Housing and Urban Development. Simplified Housekeeping Directions. Washington, D.C.: U.S. Government Printing Office, 1965. pp. 9-10.

Supplementary: U.S. Department of Agriculture. A Clean Refrigerator for a Clean House. Washington, D.C.: U.S. Government Printing Office, 1966.

EXHAUST FAN

An exhaust fan removes steam, grease, and odors from the kitchen. The filter should be cleaned or changed periodically because a greasy, dirty filter decreases the efficiency of the exhaust fan. One method of cleaning the filter is to remove it from the fan, soak in a de-greasing agent, rinse, and allow to dry before replacing.

COFFEE MAKER

A coffee maker must be kept clean because traces of oil will make the coffee taste rancid and give it a bitter taste. After each use, wash the removable pieces with sudsy water, scald, and dry. Wash the inside with warm, soapy water, rinse with clear, hot water and dry. Be careful not to get the heating element wet. Wipe the outside with a clean damp cloth and polish with a clean, soft cloth. The spouts and tubes of perculators require special cleaning about once a week. They may be cleaned with sudsy water and a perculator brush, rinsed, and dried.
NOTE: Coffee grounds plug up drains; they belong in the trash.

QUESTIONS:

Match the cleaning task in the first column with the best method in the second column.

CLEANING TASK

1. Spill on hot range
2. Spill on electric surface units
3. Spill on gas burner
4. Fresh grease spill in broiler

METHOD

_____A. Wash with sudsy water, rinse, and dry
_____B. Heat to burn off
_____C. Wipe off with dry cloth
_____D. Blot with paper towel
_____E. Wipe with damp cloth

5. Jane is getting ready to clean an oven with a commercial oven cleaner.
   a. What is the first thing she should do?
   b. How will she keep the cleaner off the floor?
   c. What kind of solution should be used for rinsing the oven?
   d. How will she get rid of the odor when she has finished cleaning the oven?
   e. What safety precautions should be observed?

6. What part of an exhaust fan must be kept clean?

7. Why is soda used to clean the interiors of refrigerators?

8. a. What can be done to speed up the defrosting of a refrigerator?
   b. What practice should not be used to remove the ice from the freezer?

9. What can be used to clean spouts and tubes of perculators?

10. Why should ice-cube trays not be washed with hot water or soap? How should they be cleaned?

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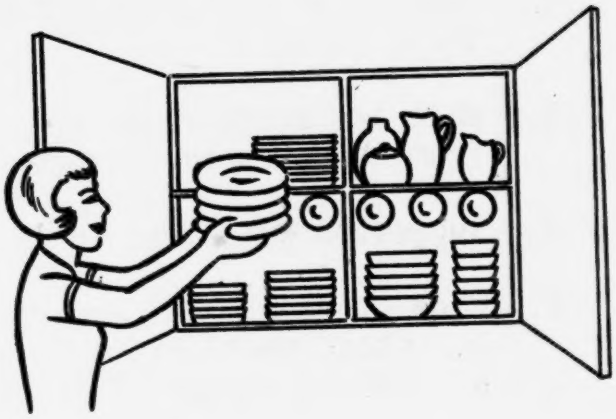
UNIT V-4

MANAGEMENT OF YOUR OCCASIONAL DUTIES



SUBJECT: Methods for Cleaning and Arranging Cabinets and Storage Areas

TASKS: Cleans and polishes kitchen cabinets

Cleans and straigthens closets and storage areas

OBJECTIVES: Be able to (1) plan efficient storage arrangements for cabinets
(2) identify methods of cleaning cabinets

REFERENCES: Required: Fitzsimmons, Cleo and White, Nell. Management for You. Chicago, Illinois: J.B. Lippincott Company, 1958. pp. 87-95.

Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 18:1-3.

Supplementary: U.S. Department of Agriculture. Clean Clothes Closets for a Clean House. Washington, D.C.: U.S. Government Printing Office, 1966. PA-738.

One reason for the difference in homes that are constantly full of clutter and ones which are neat and tidy in appearance is likely to be effective use of the storage areas. This is also true in places of business. Although there is no ideal arrangement, since all situations and needs are different, the guidelines suggested in the references can help you make better use of the storage area at your training station.

Cabinets need to be cleaned and sprayed with germicides or insecticides periodically. Regular cleaning discourages the accumulation of clutter and minimizes the possibility of these areas becoming breeding spots for pests.

Occasionally the exterior of cabinets requires special attention. The supervisor will instruct you when special techniques are desirable. In general, the kitchen cabinets may be cleaned with a diluted cleaning solution, rinsed, and wiped dry. Metal cabinets may be cleaned with a cream wax. Be careful to read and follow instructions. The laminated plastic cabinets should be wiped clean with a damp cloth and dried. Paneled or textured wood cabinets may occasionally need to be waxed and polished. If a sheen is desirable, a spray polish may be used. Spray the polish on a clean cloth, not directly on the cabinet, and wipe the cabinet front.

QUESTIONS:

1. Storage of small equipment and supplies of food is determined by what three things?

2. What are three rules for storage? Give examples of each different from those in the reference.

3. Suggest a guideline for storage of like and unlike items.

4. When storage areas are small one should
   a. stack small items in larger items.
   b. reduce number of items to be stored.

5. Why is a storage plan desirable?

6. How would you clean the front of paneled wood cabinets?

ASSIGNMENTS:

I. Mrs. Jones would like to have Julie straighten the clothes closets in the master bedroom. How could the rules of storage be applied to clothes closets? Help her make a plan for rearranging the items in Mrs. Jones' closet.

II. Make a plan for the efficient use of a particular storage area at your training station. Example: Kitchen cabinets, pantry, linen closet. Discuss your ideas with your teacher and employer.

UNIT VI-1

MAINTENANCE OF FLOORS

SUBJECT: Procedures for Cleaning Floors

TASK: Sweeps, mops, and/or vacuums floors according to type flooring

OBJECTIVES: Be able to (1) differentiate between different types of mopping
(2) describe procedures for dusting, mopping, and scrubbing

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 5:1-14.

Primitive man had no floor maintenance problems; he simply moved away when soil accumulated. Sanitation as we know it today is a very scientific, progressive method supervised by trained personnel. Floor maintenance is a part of general sanitation. Maintenance of floors should be performed so as to provide human comfort, health, safety, and to facilitate productivity. Proper floor care protects floor surfaces, prolongs the life of the floor, and enhances the decorative value.

There are numerous kinds of floor coverings in modern homes, motels, businesses, and institutions. The amount of difficulty involved in cleaning floors is governed by the nature and age of the soil. Dry dust can be removed by sweeping, mopping, or vacuuming. When dust has absorbed atmospheric moisture or become mixed with wet, oily combinations, however, it becomes a bonded soil and removal is more difficult. The longer the soil remains undisturbed, the more difficult it is to remove. The use of proper floor finishes and care decreases the amount of soil which becomes bonded to the floor surface.

QUESTIONS:

1. Brooms are never used in health care institutions because they
   a. annoy patients.
   b. may cause an accident.
   c. stir up dust and bacteria.
   d. take too long to use.

2. When dust mopping, the dust will
   a. travel in front of dust mop.
   b. travel under the dust mop.
   c. be disposed of by shaking into dust pan.

3. A dust mop should feel _____________ when freshly treated.

4. Define:
   a. Mopping
   b. Spot mopping
   c. Stripping

5. What two types of cleaning action are involved when wet-mopping?

6. Before mopping with a cleaning solution you should
   a. move small pieces of furniture.
   b. dust the floors.
   c. determine floor type.
   d. select correct mop and solution.
   e. All of these

7. What motion should be used when mopping floors?

8. What is the difference between mopping and scrubbing?

9. Probably the greatest danger involved in washing or scrubbing a floor is that people may slip on the wet floor. What three precautions can help to prevent this?

10. During the day Sally is required to do several types of mopping. Which type would be appropriate for the following tasks?
    a. Dusty floor
    b. Beverage spill in hall
    c. Removing old wax or finish
    d. Light, accumulated soil

11. What five preliminary tasks must precede a light floor scrubbing?

12. Jim is training to be a housekeeper. His employer would like a chance to observe his ability to give easy-to-follow instructions. He is assigned the task of demonstrating a floor scrubber to a new employee. What information do you think Jim should include in his presentation to his new employee?

ASSIGNMENTS:

I. If mopping floors is one of your tasks at your training station, practice the procedure for dust mopping described on p. 5:2 of Being a Housekeeping Aide.

II. Read pp. 48-49 in The Work Manual of the Executive Housekeeper in the Hospital. Select at least two causes and two remedies which could be applied at your training station.

UNIT VI-2

MAINTENANCE OF FLOORS

SUBJECT: Care of Different Types of Floors

TASKS: Sweeps, mops, and/or vacuums floors according to type of flooring

Waxes floors

OBJECTIVES: Be able to (1) identify major categories of floors
(2) describe care for different types of floors
(3) plan the procedure for cleaning floors at training station
(4) identify different kinds of waxes
(5) recognize procedure for waxing floors

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 6:1-17.

GETTING READY TO WAX

Wax should always be spread on a perfectly clean floor. Cleaning and waxing will be easier if the floor is cleared of as much furniture as possible. Loose dirt and crumbs should be removed from the surface of the floor with a vacuum, broom, or dust mop. A broom, however, stirs up dust and increases air-born bacteria, so it is never used in a health care institution.

CAUTION
WAX

WAXING OR FINSIHING

There are basically two kinds of waxes: water-base and spirit-solvent. The main difference between these two types is the liquid which is used to thin the wax. If the liquid is water, it is called a water-base wax and if the liquid is a solvent, such a naptha or turpentine, it is called a solvent-base wax.

The water-base waxes can be used on asphalt tile, linoleum, rubber tile, vinyl tile, and vinyl enamel floors. They are available as (1) liquid self-polishing waxes which dry to a shiny finish and may or may not need to be buffed depending on the type, and (2) paste polishing waxes which dry to a dull finish and must be buffed for a high gloss. They are easily identified because the label specifically states, "For asphalt or rubber, keep from freezing, and do not shake."

Solvent-base waxes, the second types of waxes, are used on wood or cork floors as well as linoleum and vinyl floors. They should not be used on asphalt or rubber floors because the solvent softens and damages these materials. They come in both liquid and paste forms and usually dry to a dull finish and must be polished. They can be identified by the naptha (drycleaning) odor. They are always labeled "Caution, combustible" and "Do not use on asphalt or rubber."

In summary, linoleum, vinyl, vinyl asbestos, vinyl enamel, ceramic tile, concrete, flagstone, slate, and terrazzo floors can be waxed with either spirit-solvent or water-base waxes. Wood and sealed cork floors should be waxed only with solvent-base waxes and rubber and asphalt floors with water-base waxes.

Some waxes have special properties built into them. They may clean and wax in the same operation; be rebuffable, light-colored, resistant to slipping, water spotting, or scuffing; and be self-polishing. The label indicates what properties are built into each wax.

METHODS OF APPLICATION

Wax should be used sparingly. A heavy coat becomes sticky and gummy and may result in a slippery floor. It dries on the surface but remains soft underneath and is easily soiled. Thin coats give a hard, non-slippery finish to the floor, and are not as easily soiled as floors waxed with heavy coats.

Paste wax should be spread thinly on brushes, clean waxing pads, steel wool pads, or placed in small amounts on the floor. It should be applied to the floor in straight lines or with the grain of the wood until the wax is evenly distributed. This wax must be polished.

Solvent-base polishing waxes are poured on the floor in a small pool. The wax is spread with a shampoo-polisher or a wax applicator. This wax also requires polishing.

Water-base self-polishing waxes can be poured on the floor in small pools and spread with a wax applicator or dispensed from the tank of a shampoo-polisher. To prevent wax build-up around edges of room, new wax should be applied only in traffic lanes and worn places or to within two inches of base boards.

If floors are sticky after they have been waxed, too much polish may have been used or the polish may have been put on over a floor that was not completely rinsed. Insufficient gloss may result from the application of too little wax or application of wax on a dirty floor. If streaking occurs, this may have been caused by too little polish on mop, uneven application, or insufficient rinsing.

Floors are polished or buffed for several reasons. Polishing makes them shiny and gives them a hard, long-lasting, non-slippery finish. The polisher should be guided in straight lines or with the grain of the wood. If more than one coat of wax is used, it should be allowed to dry and then polished after each addition. After polishing, a special pad may be placed on the polisher to buff the floors to a higher gloss.

Before attempting to use any shampoo-polishing equipment make sure you understand the principles involved in its operation and the safety precautions involved. Check with your supervisor for specific instructions.

QUESTIONS:

1. a. What is the first rule of floor care?
   b. Discuss the reason behind this rule.

In questions 2-6, match the basic floor care operation with its purpose(s).

FLOOR CARE OPERATION

2. Sealing
3. Finishing
4. Dusting
5. Mopping
6. Stripping

PURPOSE

a. Removes loose surface dirt
b. Fills pores so damaging material cannot get in
c. Helps remove and kill infection-causing bacteria
d. Levels floor and provides gloss
e. Protects floor with thin film
f. Removes top layer of finish and dirt imbedded in it
g. Removes coat of finish

7. What are the four major floor categories, excluding carpet?

8. a. What is probably the most common type of floor?
   b. What are five suggestions for care of this type of floor?

9. Why is it necessary to seal masonry floors?

10. What is the basic difference between wood-like floors and the other types?

11. Where are conductive floors used? Why?

12. What is the theory behind conductive flooring?

13. How can conductive floors be recognized?

In questions 14-20 match the specific type of floor with the major floor category.

SPECIFIC TYPE

14. Softwood
15. Linoleum
16. Terrazzo
17. Ceramic tile
18. Hardwood
19. Vinyl
20. Asphalt tile

MAJOR CATEGORY

a. Masonry
b. Woodlike
c. Resilient

21. a. How can you identify water-base waxes?
    b. On what types of floors can they be used?

22. a. What odor identifies the solvent-base wax?
    b. On what types of floors can solvent-base waxes be used?

23. For what four reasons are hard surface floors polished or buffed?

24. Wax should be applied to floors in (thin, heavy) __________ coats. Why?

ASSIGNMENT:

I. Using the chart on pp. 6:12-17, Being a Housekeeping Aide, as a guide make a floor care chart using the floor types found in your training station. Identify the kind of floors and procedures for their care.

II. Study the floor care chart; then if there are other housekeeping assistants in your class, ask questions about the information in the chart.

III. Determine which kind of wax you would use on the floors in your training station. Describe procedures to be used to wax the floor.

UNIT VI-3

MAINTENANCE OF FLOORS

SUBJECT: Methods for Cleaning and Shampooing Carpets

TASKS: Sweeps, mops, and/or vacuums floors according to type flooring

Shampoos carpets

OBJECTIVES: Be able to

(1) relate care of carpet to life of carpet
(2) describe cleaning methods to use for carpets
(3) explain how to "dry" shampoo a carpet
(4) recognize the method to use to "wet" shampoo carpet
(5) identify methods of stain removal and appropriate use for each method
(6) select correct method for shampooing a particular type of carpet in a given situation

REFERENCES: Required: Hospital Research and Educational Trust. *Being a Housekeeping Aide*. Washington, D.C.: Robert J. Brady Company, 1967. pp. 7:1-4; 17:1-7; 8:1-8.

Supplementary: *How to Care for Your Carpet*. New York, New York: Chemstrand Corporation.

Carpets and rugs contribute to the beauty, comfort, and ease of care in a room. The majority of floors in motels are carpeted, but little carpeting is used in hospitals. Most housekeepers, however, would probably agree that it is easier to keep carpet looking neat than to scrub, wax, and polish hard-surface floors.

As a result of improvements made on the basis of research findings, the soil resistance and cleanability of carpets has been greatly increased. The handsome appearance of carpets and rugs may be retained for many years with a simple, regular care plan.

Care Needed

1. Daily cleaning with a carpet sweeper or vacuum cleaner
2. Quick attention to spots
3. Periodic shampooing

There are four types of dirt which must be removed from rugs and carpets.[1] These are

1. Surface litter
2. Light dust particles and lint
3. Gritty dirt, such as sand, gravel, mud, snow
4. A sticky substance called "carpet grease"--it is a compound of particles of tracked-in rubber and asphalt together with greasy particles from cooking fumes, tobacco fumes, and industrial exhausts.

An understanding of where each type of dirt settles can help one do a more efficient job of cleaning. The surface litter, obviously, stays on the surface of the carpet and is relatively easy to remove. The dust particles settle down into the pile but are not too difficult to remove. The gritty dirt goes to the base of the carpet pile and, as pressure is applied by furniture and foot steps, the sharp edges of this dirt cause the carpet to wear. This dirt is difficult to remove. "Carpet grease" acts as a binding agent and causes dirt particles to cling tightly to the carpet fibers.

Cleaning Carpets

Upright vacuum cleaners do the best job of cleaning carpets. The vacuum cleaner should be pushed and pulled over the entire surface. Several trips over the same area are necessary for a thorough cleaning. Even then, vacuuming does not remove all the dust and dirt from carpet. Shampooing is necessary for the removal of additional soil and will make carpets last longer.

QUESTIONS:

1. What is the relationship between regular cleaning of carpets and the length of time they will last?
2. What procedure should not be used for cleaning small rugs or mats? Why?
3. Tufts that show about the surface of a rug should be
   a. pulled loose.
   b. cut off.
   c. pulled to the back.
4. What type of motion should be used when operating a vacuum cleaner?
5. Why do some hospitals not use carpeting?
6. How large an area should be covered at a time when washing rugs by hand? Why?

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[1] Adapted from The Inside Story of Rug and Carpet Care, Bissell Home Service Institute, Grand Rapids, Michigan.

7. What is the most thorough method of cleaning carpet?

8. Why do directions for shampooing carpets caution against soaking the carpets?

9. Should hot water be used when shampooing carpet? Why or why not?

10. What is the difference in light vacuuming and heavy duty vacuuming?

11. When shampooing carpet
    a. use minimum foam over entire area.
    b. use extra foam in traffic areas.
    c. use minimum foam in corners, extra foam on spots.

12. Overlapping each stroke
    a. wastes shampoo.
    b. takes more time.
    c. avoids streaking.

13. Heavily soiled areas require
    a. more cleaning solution.
    b. more scrubbing.
    c. more cleaning solution and scrubbing.

14. What treatment should be given to carpet after it has been shampooed?

15. What are two advantages of drycleaning carpet?

16. Upon what principle does a drycleaning agent work?

17. In what direction should carpeted stairs be cleaned?

18. What are the four methods of removing stains?

19. What three considerations are involved in the removal of stains?

20. What precaution should be observed when removing surface stains?

21. Jane is a housekeeper's aide at Green Acres. Her duty each day is to check the rooms which have already been cleaned. She discovers a room which has a bad stain on the carpet. How will Jane proceed in removing the stain?

22. What would be the first step in the removal of a food substance from a carpet?

23. What is a rule to follow when using a flammable solvent for spot removal?

24. Suppose you were given the responsibility for shampooing a badly stained and soiled carpet. What procedure would you follow?

25. When cleaning a stained area, one step is to remove the excess staining agent. The stained area should then be sponged with ________, working from the _____________ of the stain to the __________.

26. What are the three main types of physical action which can be used to remove stains? Give examples of each.

27. For what kind of stains are liquid detergents especially good for removing?

28. What three dangers are involved in the use of solvents for stain removal?

29. What is the most widely used chemical stain remover? What is likely to happen if it is not properly and carefully used?

ASSIGNMENT:

I. Make a stain removal chart suggesting methods of removing stains which you are likely to encounter at your training station. Use the chart in How to Care for Your Carpet as a guide.

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UNIT VI-4

MAINTENANCE OF FLOORS

SUBJECT: Work Simplification Methods

OBJECTIVES: Be able to (1) recognize principles of motion economy
(2) identify ways to increase efficiency on-the-job

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. pp. 3:11-15.

Unnecessary motions waste time and energy. When a task has been assigned and a procedure decided upon, the worker can reduce the energy required for that task by making every motion count and by practicing the motions selected. Practicing routine procedures smooths out the motions involved, making them rhythmic instead of jerky, which results in a saving of time and energy.

A housekeeper probably uses more muscles when cleaning a floor than for any other task. The torso, upper arm, forearm, hand, and fingers are all used in the performance of this task. Every time you reach, lift, or stoop, the head and body should be in balance. This reduces strain on muscles and joints and makes work less tiring.

QUESTIONS:

1. The direction recommended for mopping a floor is related to one of the rules of motion economy. Which one it it? Why is this motion recommended?

2. Match the task with the body member involved. If several body members are involved in the task list all of them.

TASK

a. Stirring
b. Mopping
c. Closing a door
d. Cutting
e. Answering telephone

BODY MEMBER

1. Hands
2. Fingers
3. Forearm
4. Upper arm
5. Torso
6. Elbow

ASSIGNMENT:

I. List at least two jobs you do at your training station for each of the classifications of movements shown on p. 3:12 in Being a Housekeeping Aide.

II. List at least one way each of the ten principles of motion economy can be applied to tasks you perform at your training station.

III. Think through the procedure you use to perform one of your assigned tasks at your training station. How many of the ten rules of motion economy given in Being a Housekeeping Aide could be applied to that task? Describe how you could use these rules as you perform the task.

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UNIT VII-1

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Methods for Sorting Laundry

TASK: Sorts laundry

OBJECTIVES: Be able to (1) plan loads of types of fabrics and colors which may be safely laundered together
(2) recognize relationship between type of fabrics or finish and water temperature
(3) sort clothing items according to degree of soil
(4) identify pre-treatments for stain removal

REFERENCES: Fitzsimmons, Cleo and White, Nell. Management for You. Chicago, Illinois: J.B. Lippincott Company, 1958. pp. 248-252, 255.

The Laundry Book. Pittsburgh, Pennsylvannia: Calgon Corporation, Home Service Department, 1964. pp. 4-5.

Lever Brothers. Stain Removal Chart. New York, New York: Lever Brothers Company.

As a result of the invention of modern appliances and modern laundering products, the "washday" of our grandmother's time is no longer in existence. Today, there need be no drudgery to laundering. It does, however, take more than a good washing machine and a good detergent. Today's easy-care fabrics, cycle regulated washing machines and dryers, and super-action laundering supplies make it essential that one know the basic procedures and rules for their care and use. The information in this unit is meant to help you develop effective and safe laundry practices.

Sorting clothes to be laundered into loads of the right size and of appropriate fabrics can prevent many problems that sometimes occur in the laundry process. The washing machine is sometimes blamed when the fault lies in washing very dirty clothes with those slightly soiled, or mixing items which are colored with white items, or putting too many clothes in a load.

One of the clues to the sorting of laundry is color. White or light-colored fabrics should be separated from fabrics of dark colors. Dark colors may discolor or make light clothing appear dingy, while light fabrics may shed lint which is deposited on the dark colors. White nylon is especially likely to be discolored, if it is washed with colored fabrics.

Another clue to sorting is the amount of soil in the garment. Laundry is usually divided into loads of garments that are lightly soiled, moderately soiled, and heavily soiled.

A third factor to consider is the weight and construction of the fabric. Delicate lingerie and summer sheers should not be washed with, or for the same length of time as, sturdy denims or sheets. Since bulky bedspreads, slipcovers, and similar items are a washer load in themselves, they should be washed alone.

Water temperature which is safe for fabrics is another point to consider when sorting garments into loads. White cottons can be washed in hot water, but silk and wool need to be washed in warm or cool water. Manmade fabrics, such as acrylics, polyesters, and nylons, should be washed in warm-to-cool water to prevent excessive wrinkling.

Items of similar use can often be placed in the same load. Examples of such loads are place mats, napkins, and dish towels; bedding and bath towels; or pajamas and underwear.

The capacity of the washer is a final factor to consider when loading the machine. The capacity recommended by the manufacturer should be carefully followed because the items being washed need room to move about in the water, if they are to be satisfactorily cleaned.

When more than one load is to be washed in the same water in a non-automatic or suds-saver machine, plan the sequence of washing loads carefully. Wash white clothes first, and then pastels, followed by dark colors. Slightly soiled loads should be washed before heavily soiled articles.

QUESTIONS:

For items 1-9, select the word indicating the degree of soil which would normally be found in that garment.

CLOTHING

1. Mechanic's trousers
2. Lady's orlon sweater
3. Cotton slacks
4. Child's blue jeans
5. White dress shirt
6. Baby's bib
7. Slips
8. Men's socks
9. Gardening gloves

DEGREE OF SOIL

A. Light
B. Medium
C. Heavy

10. Considering color and fabric, sort the following wash into four loads by grouping the clothing items that could be washed together.

CLOTHING

Blue denim jeans
Pink percale curtains
White muslin sheets
Red flannel shirt
White nylon slip
Black broadcloth blouse
Tan broadcloth blouse
Light grey oxford cloth shirt
Brown cotton slacks
Beige cotton skirt

The temperature of water varies with the kind of clothing to be washed. Which do you think would be best for each of the items listed in questions 11-18? Write the letter of the temperature you select on your answer sheet.

CLOTHING

11. White muslin sheet
12. Colorfast shirts
13. Linen tablecloth
14. Dacron blouse
15. Towels
16. Wool sweaters
17. Undergarments
18. Non-colorfast blouse

TEMPERATURE

A. Hot, 140-160 degrees
B. Warm, 90-110 degrees

19. Why is it not a good idea to wash light and dark colors in the same washer load?

20. In what order would you wash the following loads of clothing? Arrange the letters in the correct order.
    a. Pastels
    b. Dark colors
    c. White
    d. Heavily soiled articles

21. Why is it recommended that articles in wash loads vary in size and shape?

Lou is preparing to do the family wash and wants to pre-treat the stains listed on the left. Write the letter of the treatment to use for questions 22-27.

STAINS	PRE-TREATMENTS
22. Catsup	A. Cold or cool water
23. Icing (butter)	B. Hot or boiling water
24. Blood	C. Hot water and detergent
25. Orange juice	D. Lukewarm water
26. Margarine	
27. Chocolate	

UNIT VII-2

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Use of Laundry Supplies

TASK: Operates laundry equipment

OBJECTIVES: Be able to (1) identify types and uses of soaps and syndets
(2) analyze use of fabric softeners, bleaches, starches, bluing, tints, and dyes
(3) select correct type of detergent, water temperature, and washing time for a particular wash load

REFERENCES: Fitzsimmons, Cleo and White, Nell. Management for You. Chicago, Illinois: J.B. Lippincott Company, 1958. pp. 253-255, 280-281.

The Laundry Book. Pittsburgh, Pennsylvania: Calgon Corporation, Home Service Department, 1964. pp. 16-23.

QUESTIONS:

For questions 1-10, match the laundering supply suitable to perform the stated task.

TASK

1. Produces deep, lasting color in fabrics
2. Used to boost cleaning action of soaps and synthetic detergents
3. Removes soil, curdles in hard water
4. Added in final rinse--when used too often it reduces absorbency
5. Removes stains, eliminates yellowing, serves as sanitizing agent
6. Produces temporary color, requires separate future washing
7. Removes soil, contains chemical compounds, basic ingredient called "surfactant"
8. Reduces wrinkling and static electricity
9. Covers gray and yellow discoloration of clothes
10. Gives uniform stiffness in similar fabrics

LAUNDERING SUPPLY

A. Ammonia
B. Synthetic detergents
C. Tints
D. Fabric softener
E. Bluing
F. Dyes
G. Soap
H. Bleach
I. Starch

Suppose that you have a load of clothes to launder in hard water. The clothes are medium-soiled, dark, colorfast cotton work clothes, such as slacks, shirts, dresses, and aprons. State the following:

11. ____________________ Type cleaning agent to use
12. ____________________ Proper water temperature
13. ____________________ Minutes of wash time

Mary works in several homes and has noticed that each homemaker uses a different kind of product for washing clothes. Classify each of the products in questions 14-21 by writing the letter of the classification an your answer sheet.

PRODUCTS

14. Cheer
15. Dash
16. Fels Naptha
17. Ivory Snow
18. Joy
19. Oxydol
20. Rinso
21. Vel

CLASSIFICATIONS

A. Mild soap
B. Heavy-duty soap
C. Mild syndet
D. Heavy-duty syndet

22. In general, what types of fabrics should be washed with the following categories of products?
    a. Light-duty, unbuilt soaps
    b. Heavy-duty, built soaps
    c. Light-duty, unbuilt detergents (syndets)
    d. Heavy-duty, built detergents (syndets)

23. a. Which is available in low-sudsing form, soaps or synthetic detergents?
    b. Give four examples of a low-sudsing product.

24. According to Management for You, it would probably be better to use a (soap, syndet) ____________ in hard water.

Some of the ingredients which are contained in synthetic detergents are listed below. Match the ingredient with its purpose in questions 25-29.

INGREDIENTS

25. Water softeners
26. Alkaline builders
27. Fluorescent dyes
28. Bacteriostatic agents
29. Silicates

PURPOSE

A. Increase cleaning power
B. Retard bacteria growth
C. Combat hardness minerals
D. Prevent corrosion in the washing machine
E. Make clothes appear whiter and brighter
F. Aid in stain removal

30. Which is more potent, chlorine or oxygen bleaches?

31. In water of what temperature do bleaches work most effectively?

32. Classify the following bleaches as oxygen or chlorine:
    a. Snowy
    b. Hilex
    c. Clorox
    d. Dexol
    e. Beads O'Bleach
    f. Purex

33. What precaution needs to be taken when using chlorine bleaches?

34. Sally is washing some rayon and acetate undergarments and a cotton skirt with a resin treatment. What kind of bleach should she use?

35. Which type of bluing is least likely to leave spots or streaks on clothing?

Home Economics
Instructional Materials Center
Lubbock, Texas

UNIT VII-3

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Use of a Washing Machine

TASK: Operates laundry equipment

OBJECTIVES: Be able to (1) identify major parts of an automatic washer
(2) arrange in order the procedures for using an automatic washer

REFERENCE: Fitzsimmons, Cleo and White, Nell. Management for You. New York, New York: J.B. Lippincott Company, 1958. pp. 264-269.

QUESTIONS:

1. Which of these features are found on the operation panel of an automatic washer?

   a. Water temperature
   b. Gauge for water hardness
   c. Level of water
   d. Washing time
   e. Drying time
   f. Speed of washing and spinning

In questions 2-6, choose the best answer from those listed below to fill in the blanks.

10 minutes
Less soap is required
Agitator and cylinder
Soil is redeposited on the clothes
Wringing and spinning
Detergent and soiled water
4 minutes

2. The purpose of rinsing is to flush out ______________________________.
3. Soft water is desirable because ______________________________.
4. Two methods found in washers for extracting water are ________________ ______________________________.
5. Movement for washing fabrics is usually provided by ________________ ____________ or a ________________.
6. The timer for loads of wash-and-wear fabrics and delicate fabrics should be set at ______________________.

7. One responsibility of Judy, a housekeeping assistant, is to do the family laundry for the Browns. Arrange the tasks in each of these three groups in the order in which they should be performed.

Group I

a. Sort clothes properly
b. Place articles in washer
c. Check all laundry hampers and gather all soiled linens
d. See that washer tub is clean
e. Treat spots and stains

Group II

a. Set timer for correct washing time
b. Add soap or syndet
c. Set temperature control at warm, medium, or hot
d. Push control to start washing action
e. Close lid or door
f. Set speed control for regular or gentle washing action

Group III

a. Remove articles from the washer
b. Check lint trap; remove lint
c. Do another job for about 30 minutes
d. Wipe machine inside and out

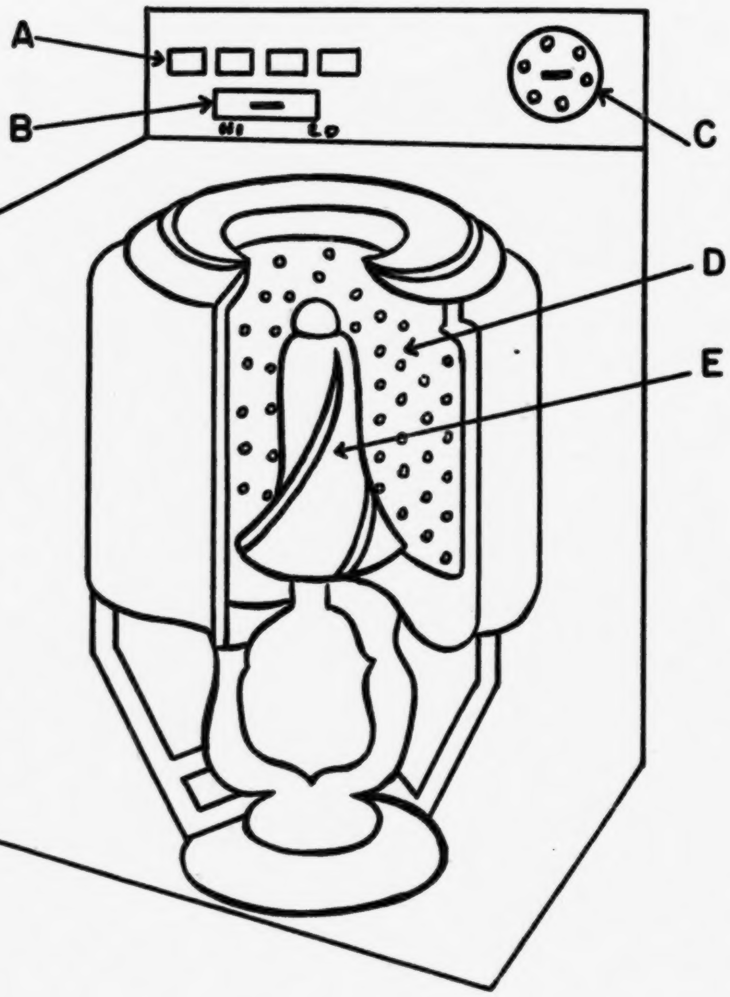
8. If an appliance where you work will not operate properly, you should report it to
a. the dealer.
b. the other employees.
c. your supervisor.
d. your teacher.

9. If you are asked to wash a load of clothes in a washer that you have never used before, you should
a. call the dealer for instructions.
b. call your mother for instructions.
c. read the attached instructions.
d. say you do not know how to operate the washer.

Look at the following drawing of an automatic washer. Match the letter of the part indicated by the arrow with the correct name of the part.

NAME OF THE PART

10. Agitator
11. Temperature selection control
12. Tub or cylinder
13. Washing cycle
14. Water level control



Home Economics
Instructional Materials Center
Lubbock, Texas

UNIT VII-4

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT:	Use of a Dryer
TASK:	Operates laundry equipment
OBJECTIVES:	Be able to (1) identify the major parts of the automatic dryer (2) explain the purpose of each of the major parts (3) explain general procedures and precautions for using an automatic dryer
REFERENCE:	Fitzsimmons, Cleo and White, Nell. Management for You. Chicago, Illinois: J.B. Lippincott Company, 1958. pp. 255-258, 269-272.

USE OF A DRYER

Methods of drying, whether by clothesline or automatic dryer, require good judgment and "know-how" for best results. The housekeeping assistant should study the instruction book for use of the dryer and carefully follow the directions given. Zippers and hooks and eyes should be fastened before articles are placed in the dryer to prevent them from catching on the revolving drum or snagging other items. Be sure to turn the control to the right temperature for each load and to empty the lint trap after each use.

The length of time required to dry clothing depends upon the following factors:

1. The temperature at which the dryer is set and the air circulation in the dryer. The higher the temperature, the shorter the time required for drying.

2. The size of the load. As the size of the load increases, so does the drying time.

3. The amount of moisture in the articles. If most of the water has been extracted from the articles during the washing process, the time of drying will be shortened.

4. The type of fabric. Wash-and-wear and lightweight fabrics dry more quickly than heavy fabrics.

New colored articles are likely to shed bits of lint the first few times they are dried. It is suggested, therefore, that these items be dried separately or with similar colors until the loose fibers are dislodged.

Careful sorting of clothes may make it possible to make up a load of clothing which needs to be ironed. The timer should be set so the garments will be slightly damp and ready for ironing when they are removed from the dryer. Other loads can be made up that do not require ironing or that can be pressed without dampening.

Avoid overloading and do not overdry the clothes. Overdrying results in unnecessary wrinkles. Leaving permanent press articles in the dryer for a period of time after the drying process is over also causes wrinkling. Overdrying causes towels and sheets to be stiff and also increases shrinkage.

Certain types of articles should NEVER be dried in the dryer. These include plastics; foam rubber; any item that is still damp from being cleaned in a drycleaning solution; cleaning cloths used to wax furniture and floors, even though thoroughly washed; rayon and acetate knits; woolens other than blankets; glass or metallic fabics; and permanently pleated skirts of synthetic fibers.

ADVANTAGES AND DISADVANTAGES OF DRYERS[1]

Dryers save the time and energy of transporting and hanging clothes, and make it possible to complete the laundering process in a minimum of time--at any hour--in any type of weather. They also save ironing time because many modern fabrics need little or no ironing after drying in a dryer.

Families with fast-growing children get more use of clothing before it is outgrown when a dryer is used. Garments can be washed and dried and reworn more frequently within a given period of time.

During seasons when pollen is abundant, laundry dried in a dryer contains considerably less pollen than laundry dried outdoors. This is a definite advantage for persons allergic to pollen.

Most dryers can be used without heat to fluff pillows, table pads, and ironing pads, and to freshen textile articles that have been in storage. Damp, but not dirty, stuffed toys, snowsuits, and mittens may be dried with heat in the dryer. If the load is very small, several bath towels can be added to help the tumbling action.

Tumble drying tends to make most fabrics soft. Softness is desirable in bath towels, T-shirts, and diapers, but is not necessarily good in sheets, pillow-cases, and table linen. For this reason, careful sorting is necessary for drying. Articles that dry in about the same length of time can be combined in a load and the time regulated to give the desired result. Some dryers have moisture-sensing mechanisms that terminate drying when the desired moisture content is reached.

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[1] This information was adapted from U.S. Department of Agriculture. Home Laundering: The Equipment and the Job. Washington, D.C.: U.S. Government Printing Office, 1965. pp. 15-16. (No longer in print)

Although a good deal of lint is shed during drying and is collected where it can be seen when the lint trap is cleaned, tumbling in a clothes dryer causes no greater loss of fabric strength than other drying methods. There may be as much lint with other methods, but it is not apparent because it disappears in the air or clings to fabrics and comes off during use.

Some fabrics shrink more in dryers than with other drying methods. Loosely woven fabrics without shrinkage control are likely to shrink. Knits may need to be purchased in larger sizes to allow for shrinkage in the dryer.

QUESTIONS:

For items 1-5, fill in the blanks with the phrases listed below:

Terry cloth
Lint trap
Different drying times
Shrinkage
Excessive wrinkling

1. Overdrying fabrics causes ________________ and ________________.

2. A load containing ________________ will probably take longer to dry than a load of plain weave fabrics.

3. The drying process will be hampered if one forgets to clean the ____________________.

4. Delicate fabrics like lingerie should not be dried with towels because they require ____________________.

Multiple Choice:

5. Which of the following should not be dried in an automatic dryer without a temperature control?
   a. Wool shirts
   b. Sheets
   c. Slacks
   d. Tablecloths

6. List at least four advantages of an automatic dryer.
   a.
   b.
   c.
   d.

7. The time required to tumble dry clothing in a dryer depends on several factors. Fill in the effect of each of the following on the length of drying time.
   a. The higher the temperature used, the (shorter, longer) _________ the drying time.
   b. The more moisture left in the clothes after washing, the (shorter, longer) ____________ the drying time.
   c. The larger the load, the (shorter, longer) __________ the drying time.
   d. The lighter the fabric, the (shorter, longer) _________ the drying time.

Study the illustration of an automatic dryer. For items 8-10, write the name of the parts which are labeled A-C in the illustration. For items 11-15, write the letter of the part which fulfills each purpose.

8. A-

9. B-

10. C-

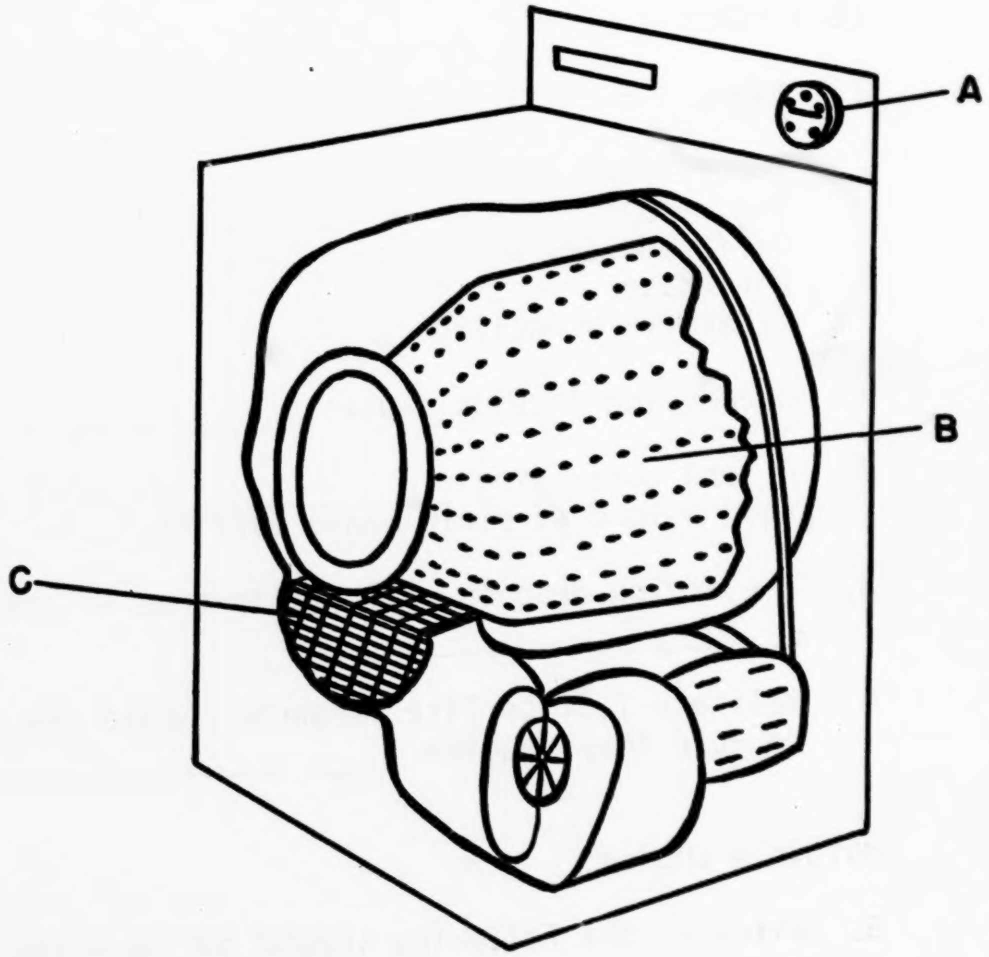
11. Holds the clothes

12. Collects the lint

13. Determines how long dryer runs

14. Tumbles the clothes

15. Prevents overdrying if properly used



16. A load of synthetic fabrics would be dried at a (higher, lower) _______________ temperature than a load of cottons.

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UNIT VII-5

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT:	Procedures for Washing Special Articles
TASK:	Operates laundry equipment
OBJECTIVE:	Be able to select correct procedures for care of special articles, such as baby clothes, wool blankets, electric blankets, foundation garments, pillows, plastic items, sweaters, foam laminates, and wash-and-wear garments

BABY'S LAUNDRY

During the first few months, the baby's washing will usually be done separately because diapers and other soiled articles are numerous enough to make up loads. Later the baby clothes and bedding may be included with white cottons and linens in the regular washing.

Diapers are usually soaked in a disinfectant solution until they are to be washed. When it is time to launder them, drain off the water in which the diapers were soaked. Wash diapers and other machine-washable baby clothes in the washer with a mild soap or detergent in hot water (140° F. or above) for at least ten minutes. Bleach can be added to the rinse water if it is followed with a thorough rinsing. It is essential that any residue of laundry agents be removed to protect the baby's tender skin from irritation.

ELECTRIC BLANKETS

Electric blankets should be washed, not drycleaned. It is important that the manufacturer's directions for washing be followed carefully. If the instructions have been misplaced, the following general washing procedures can be easily carried out in a washer that extracts water by spinning. Electric blankets should not be put through a wringer; the fine wires are likely to be damaged.

Pretreat soiled binding or spots with a paste of detergent and water rubbed in with a brush. Disconnect removable electrical parts. If there are dangling parts,tie them loosely in a washcloth or small towel to confine them during laundering.

If the blanket is made of wool, wash and dry like any wool blanket, omitting any stretching or wringing. For fabrics other than wool, fill the washer with warm water, add detergent as for a normal washing, and agitate to dissolve. Add blanket, push under water. Agitate for two minutes, or soak for ten minutes, whichever is indicated by the amount of soil and type of fabric.

Advance the control to the spin cycle and let the machine complete the spin, fill for the rinse, and agitate two minutes. Spin again. Put through an identical rinse and spin; add a fabric softener to the last rinse if desired.

Directions for some electric blankets permit tumble drying; others do not. If the blanket can be tumble dried, preheat the dryer for five minutes on medium heat with five or six bath towels in it. Add the blanket; tuck the warm towels into the folds of the blanket. Dry for a short time, approximately ten minutes. Remove the blanket while it is still slightly damp, and finish drying it in the air. Overdrying may harm the blanket's heating element.

FOUNDATION GARMENTS

The rule "wash before heavily soiled" applies particularly to foundation garments because oily soil and perspiration hasten deterioration in articles made of rubber or spandex-based materials. Laundering directions given here are satisfactory for use with both types of garments.

Before washing, close fasteners, including garters; pretreat any spots. Include the garment in a lightly soiled load, washing in warm water with any suitable detergent--a special detergent is not necessary for elastic garments. Either heat or soil, however, may cause loss of elasticity in rubber.

It is usually recommended that foundation garments be allowed to air dry. For an occasional hurry-up drying, however, they may be dried in the dryer at a moderate temperature. This is furnished by a "medium" or "wash-and-wear" setting on the dryer. Avoid sunlight if garment is dried on rack or line.

Bleaches containing chlorine should not be used on spandex-based garments because they cause yellow discoloration. Bleaches containing sodium perborate or potassium monopersulfate can be safely used.

PLASTIC ITEMS

Washable plastic items, such as shower curtains, equipment covers, and sweater bags, benefit from a short wash in the washer. Warm water should be used since it helps to keep plastic pliable and easy to handle. A small amount of detergent should be added to the water.

Loose soil should be shaken or wiped off. Place small articles in a mesh bag to keep them from getting trapped in larger pieces and to make them easy to remove from the machine. Use slow agitation and spin speed if the washer has these controls. Agitate the load for two or three minutes. Adding a nonprecipitating water conditioner to the rinse water helps prevent water spots. Shake the water out of the articles. They can then be wiped dry on a flat surface with a clean towel or hung up to dry.

To wash a soap-filmed shower curtain, use a nonprecipitating water conditioner instead of detergent in the wash water, and increase washing time to five minutes. The soap film dissolves and furnishes the detergent for the washing. Add conditioner to the rinse water also, to completely remove soap film. Hang the curtain back in the shower to dry.

FOAM LAMINATES

Do not launder foam laminates unless you have:

1. A written guarantee that they are washable.
2. Specific washing directions.

Follow directions very carefully. Drying time for laminated fabrics will be somewhat longer than for fabrics without laminated backing.

WASH-AND-WEAR GARMENTS

Cotton fabrics with a wash-and-wear finish can be washed in hot water, but synthetic fibers, such as acrylic, polyester, nylon, and blends of these fibers with cotton, soften and tend to wrinkle, especially during the extraction of hot water.

When garments need to be washed in a machine without a wash-and-wear cycle, the following suggestions will help to reduce wrinkling:

1. Always wash in small loads.
2. Use cool or warm water.
3. Rinse in cool water.
4. Wash only long enough to remove soil.
5. Shorten spinning time after washing and rinsing.
6. Tumble dry at a medium temperature if dryer does not have wash-and-wear cycle. Allow to tumble for ten minutes without heat after drying; remove immediately from dryer and place on hangers. Otherwise, new wrinkles result from standing in the dryer.

"Pilling" of wash-and-wear fabrics during laundering can be lessened somewhat by turning articles inside out. The right side is then partially protected from rubbing against other items in the tub. Washing such articles in a mesh bag protects them still more.

Information in this unit has been adapted from U.S. Department of Agriculture. Home Laundering: The Equipment and the Job. Washington, D.C.: U.S. Government Printing Office, 1965, pp. 16-21, which is no longer in print.

QUESTIONS:

1. Betty is receiving training in a home where a new baby has just arrived.
   a. What temperature of water and what kind of soap or detergent should be used for the baby's laundry?
   b. Where should the time dial be set for washing?
   c. What precaution needs to be taken if bleach is used? Why?

2. Which of the following suggestions apply to the laundering of wash-and-wear garments?

   a. Remove from rinse water and hang on rust free hanger to drip dry.
   b. Allow to rest in dryer ten minutes after drying process is complete.
   c. Set dryer temperature at medium.
   d. Rinse in hot water.
   e. Always wash in small loads.
   f. Dry with other synthetic fibers such as bath mats.
   g. Shorten washing and spinning time.

3. a. One (should, should not) ____________ use chlorine bleach on spandex-based foundation garments. Why or why not?
   b. What temperature of water should be used for foundation garments?

4. Due to competition from three new motels in the area, the Western Motel is losing money and the manager has decided to reduce laundering and drycleaning expense by washing the electric blankets at the motel in the home size electric washer. Marilyn is helping with the major spring cleaning as a part of her training. Mark each of the following statements true or false and then correct the false ones.

   a. Electric blankets should be washed, not drycleaned.
   b. Spinning damages fine wires, so the electric blanket should be put through a wringer.
   c. Do not remove any electrical parts before washing.
   d. Fill washer with hot water before adding the blanket.
   e. Dry blanket 30 minutes in the automatic dryer to insure uniform drying.

5. The Country Inn Motel is remodeling, but since new shower curtains were purchased only a few months ago the manager feels a thorough cleaning is all they need. They do, however, have a thin film of soap on one side. Explain the procedures Judy, the housekeeping management assistant, would use to perform this task.

6. Do not launder foam laminates unless you have
   a.
   b.

7. What can be done to reduce "pilling" of wash-and-wear garments during laundering?

UNIT VII-6

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Work Simplification in Ironing and Pressing

TASK: Irons and/or presses clothes

OBJECTIVES: Be able to (1) identify factors which contribute to convenience and conservation of energy while ironing
(2) plan a convenient arrangement of equipment for ironing which requires the least amount of energy
(3) list, in proper sequence, the steps to follow in ironing a shirt or blouse

REFERENCE: Fitzsimmons, Cleo and White, Nell. Management for You. Chicago, Illinois: J.B. Lippincott Company, 1958. pp. 233-237, 242-245, 259-260, 272-280.

Wash-and-wear clothing, drip-dry curtains and draperies, paper napkins and kitchen towels, and place mats that can be wiped clean with a damp cloth have helped to reduce today's ironing load. One can reduce it further by carefully hanging and folding the laundry and by hand pressing as laundered items are removed from the dryer. Below are some guidelines to follow while ironing or pressing which will contribute to convenience and conservation of energy.

GENERAL RULES FOR WORK SIMPLIFICATION IN IRONING AND PRESSING

1. Have clothes dampened uniformly. If they are removed from the line or dryer at the proper time, they will iron more easily and it will not be necessary to sprinkle them.

2. Place basket or container of clothes to be ironed within easy reach from the ironing board.

3. Iron first the articles that require the least heat...synthetics (acrylics, Dacron, triacetate, acetate, nylon) first; wool, rayon, and silk next; and then cottons and linens. This procedure eliminates (1) waiting for the iron to heat and then cool and (2) scorching because the iron had not cooled enough.

4. Take care to set control on desired temperature for each fabric when pressing individual items. Temperature of the iron should be tested on the seam allowance and not on center front of the garment.

5. Place the ironing board so that the work area has adequate light. Many people fail to realize the effects of shadows--eye strain, unnecessary fatigue, and garments which are unsatisfactorily ironed.

6. Iron with the lengthwise thread of the fabric when possible. Crosswise and diagonal strokes are likely to stretch the item out of shape, particularly flat work like napkins.

7. Slide the iron back and forth with a light touch and tip the iron up and down, rather than lift, into its resting position.

8. Iron clothes on the right side except when it is desirable to bring out the pattern of the fabric.

9. Iron embroidery and cotton lace on the wrong side on a thick soft pad to bring out the pattern.

10. Press woolens on the wrong side with a press cloth. Ironing on the right side of wool produces an undesirable "shiny surface." Steam is effective on woolens.

11. Iron each part of the garment smooth, flat, and dry before you move to the next part. If you find an item too difficult to iron smooth and flat it may be too damp for ironing. Let it dry some and then try again!

12. Iron facings, thick hems, pockets, and other parts of garments with two thicknesses on the wrong side before ironing the right side. This speeds up the smoothing and drying process considerably.

13. Iron crepe weaves or seersuckers when dry.

14. Iron carefully around plastic buttons and zippers. They are easily melted or ruined with a hot iron.

15. Iron first those parts of the garment which hang off the board while the rest of the garment is being ironed. A clean piece of paper could also be placed under the ironing board to prevent long pieces from picking up dust.

16. Iron stitched tucks and pleats by smoothing them out lengthwise and holding them taut while ironing. Be sure to iron dry!

17. Fold sheets lengthwise and iron folded. This makes it easier to iron with the grain of the fabric. The folded piece can be turned over and ironed on the other side, or, if you wish to save time and energy, fold again, bringing selvage edges together, and iron one side of the sheet as folded. A little extra ironing along the hems helps to give the sheet a finished look.

18. Be sure ironed pieces are thoroughly dried before they are put away. Hanging them on a rack after ironing provides time for them to dry completely.

19. Keep a small table or tray near the ironing board to hold small ironed pieces until time to put them away. This saves extra steps.

20. Change position occasionally to rest muscles and reduce fatigue.

SPECIFIC STEPS TO FOLLOW IN IRONING A SHIRT OR BLOUSE FOR MAXIMUM EFFICIENCY[1]

1. Unroll dampened shirt so that tail will fall over back side of the board and the inside yoke is toward you.

2. Smooth wrinkles with hand before applying the iron--iron right sleeve on both sides.

3. Iron top of collar and band while shirt is in this position.

4. Turn shirt, handling as little as possible, in the position for ironing left sleeve.

5. Fold yoke across back and iron.

6. Give shirt a one-fourth clockwise turn which places it lengthwise on the board. Iron the inside left side of the back and yoke. Stretch and press dry the underseams of sides to prevent puckering.

7. Fold unironed left front over ironed back, smooth and iron it. Press the buttonhole band, turn back and press on wrong side. Retouch front, if necessary.

8. Shift shirt slightly toward the back of the board. Iron the inside of back.

9. Iron the right front over the ironed back. Turn button band over and press it on the wrong side. Touch up the front side, if necessary.

10. Turn collar in position and fold using efficiency of motion. If desired, place on hanger fastening top button. Double check for dryness and smoothness before hanging.

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[1] Adapted from Knowles, Elaine. _A Simple Way to Iron a Shirt._ Pullman, Washington: Washington State University Extension Service, 1963.

A well planned laundry area and proper equipment make ironing a great deal easier, thus conserving energy for the performance of other tasks. Arrangement of the equipment used in ironing can reduce the time needed for the task and produce good results. Adjustable boards that enable the worker to stand or sit, plastic sprinkle bottles, and treated press cloths can also increase efficiency.

A major factor in conservation of energy is sitting while ironing. Correct posture is important when sitting at an ironing board and is aided by the use of adjustable ironing boards.

QUESTIONS:

1. Mrs. Brown is removing her families' winter clothes from storage. You are her housekeeping assistant, and she has asked you to press the the woolens and prepare them for wearing. Describe the procedures you would follow to press the woolens.

   a.
   b.
   c.
   d.
   e.
   f.

2. Ann would like to know which of the following accessories for ironing will not help her conserve her energy.

   a. A basket for holding dampened clothes
   b. A chair with a back rest
   c. A rolling rack for hanging ironed clothes
   d. A zippered bag for dampened clothes

3. Which of the following is not a satisfactory method for cleaning an iron?

   a. Rub hot iron on waxed paper
   b. Wash cold iron with soap and water
   c. Wipe cool iron with damp cloth dipped in whiting
   d. Wipe cool iron with scouring powder

4. Ann is interested in applying the correct methods for conserving energy while ironing. Which of the following should she not do?

   a. Slide the iron to its resting place
   b. Tip the iron down and up rather than lifting
   c. Use hand and arm pressure to increase effectiveness

5. Which part of a man's shirt should be ironed last?

   a. Back
   b. Collar
   c. Front
   d. Sleeve

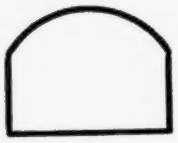
6. When ironing a variety of fabrics, start with the ones to be ironed at the (lowest, highest) ______________ temperature.

7. Arrange the following fabrics in the correct order for ironing: linen, Dacron, nylon, cotton, wool.

8. Plan and sketch on the following utility room floor plan, a convenient energy saving arrangement of these pieces of ironing equipment:

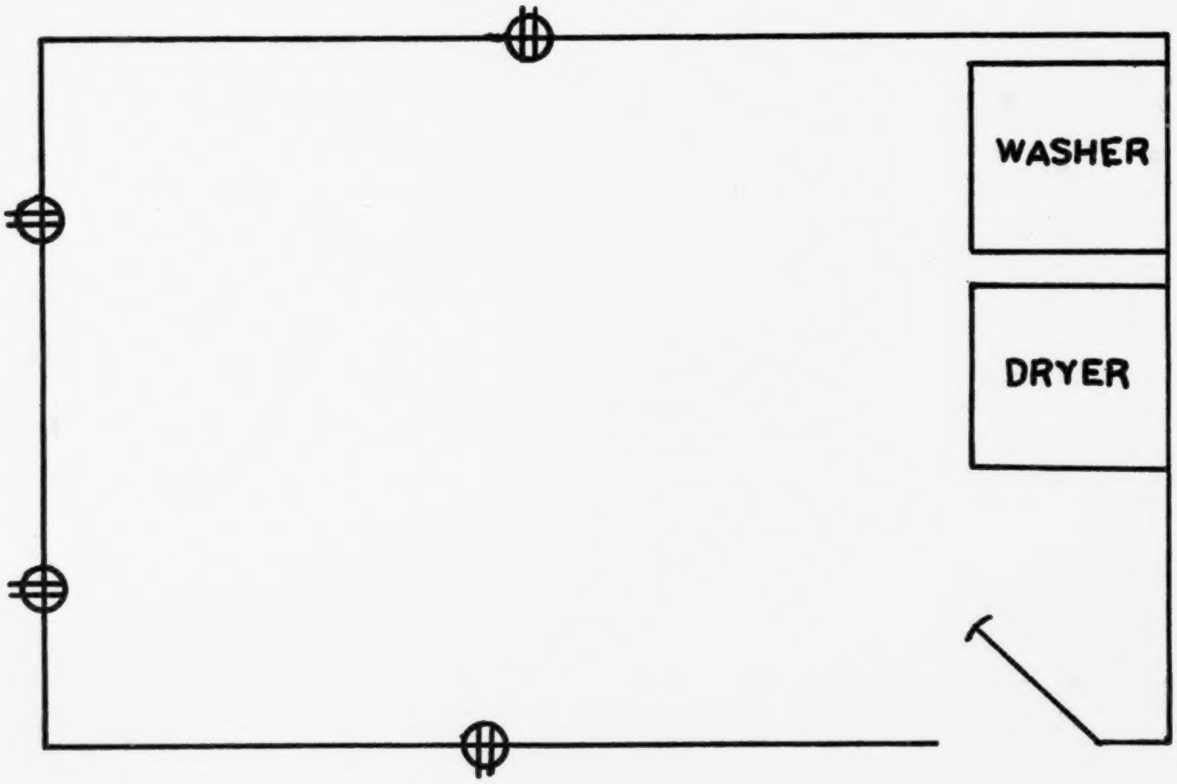
Ironing board

Chair



Laundry basket

Clothes rack



ASSIGNMENT:

I. Experiment at home or at your training station with the method of ironing a shirt or blouse described in this unit. Analyze this procedure and apply all motion study techniques to ironing another garment. Record the new techniques discovered and the sequence in which they were performed.

II. A. Which of the work simplification techniques listed in this unit do you use, either at home or at your training station?
    B. Select two or three of the techniques you have not used which you could put into practice at your training station or at home.

UNIT VII-7

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT:	Procedures for Folding and Storing Linens and Clothing
TASK:	Folds and stores clean linens and clothes
OBJECTIVES:	Be able to (1) evaluate for efficiency examples of different methods of folding and storing linens and clean clothes (2) evaluate proper procedures in handling of linens to avoid damage and assure maximum life

A neat and orderly storage area leads to further patterns of organization as clothing and linens are removed, used, laundered, and replaced periodically.

In the home, a good plan is to straighten closets and drawers each week as freshly laundered items are replaced. If you are employed in a home, be sure to check with the homemaker to learn "her basic pattern of organization." Take special precautions to follow it carefully, asking questions when an item appears that you do no know where to place. It is better to leave items in question stacked neatly on a bed rather than to be blamed for "hiding things" after you have gone home.

When it is time for a periodic cleaning, all articles should be removed from the storage area. Shelves, drawers, and ledges should be wiped with a damp cloth to remove all the dust. Shelves and corners should be sprayed with one of the commercial preparations to prevent damage by moths. Clean papers are then to be spread on the shelves, folding under a two or three inch margin. The rod on which coat hangers are placed should be dusted and the baseboards, shoe racks, and floor dusted, vacuumed, or wiped. Items of the same type should be hung together or placed together on shelves when they are returned to the closet.

Items to be replaced after laundering should not be wadded and stuffed into "any old drawer" to get them out of sight. Careful folding immediately upon removal form the dryer can result in items which appear ironed. Articles should be placed in piles in a drawer so that one can see at a glance what is in each pile. Many homemakers delight in seeing a well organized storage area with all the folded edges to the outside.

Linens should be folded on a large area (table or bed) and pressed with the hands as each step in the folding process is performed. As they are folded, they should be placed in stacks similar to those on the shelves.

Fold flat pieces to a size convenient for storing. Fold sheets, tablecloths, and other large pieces lengthwise first, and then crosswise until the desired size is reached. Fold towels and pillowcases lengthwise in thirds, then crosswise. The size to which items are folded should be regulated to fit the size of the shelf where the items will be stored. Example: if a bath towel is to be placed on a shelf 12 inches wide, the folded towel should not be 15 inches in width but approximately 11 inches for ease in storing and using.

Good care of linens in an institution or motel can save thousands of dollars for the management. The essentials of linen conservation are (1) proper laundering to assure maximum life of linens and (2) proper handling in use to avoid damage. Occasional inventory of the linen closet will help keep losses to a minimum. If an outside laundry is used, linens sent out and returned should be counted accurately under careful supervision.

Linens should be stored in a well-ventilated, cool, dry room with a good lock on the door. They should be protected from insects, sunlight, and chemical fumes. Excessive dampness must be avoided to protect fabrics from mildew and mold. Wrapping linens protects them from sunlight and dust.

CHECK LIST FOR CARE OF LINENS

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1. Use only old rags for cleaning. Never be tempted to use good linen for a quick wipe up job.
2. Watch for protruding nails, splinters, or anything which might damage the linens in linen chutes, carts, or baskets.
3. Set aside torn linens to be mended in a separate basket.
4. Make periodic checks of waste paper cans and garbage cans to prevent linens from being sent accidentally to the dump or incinerator.
5. Do not let damp linens lie together for periods of time because mildew can form, or lie on concrete or iron since concrete stains are almost impossible to remove and iron rust may cause holes.
6. Do not pour bleach directly on linens when laundering because this may damage them.
7. Do not use linens to wipe up spilled chemicals because these may cause linen damage.

QUESTIONS:

1. Read carefully both of the following examples of linen storage methods. Then state which method is best. (Discuss briefly, giving three reasons for your choice.)

METHOD A	METHOD B
Linens for a hospital are stored in a large room where unvented dryers are operated on a 24 hour per-day basis. West windows provide ventilation. Shelves are provided for the folded linens. Chemicals used in cleaning are also stored in this room.	Linens for a large hotel are stored in a room with windows on the east side. Blinds cover the windows. Linens are stored on shelves. No supplies or other equipment is stored in this room. Blankets are sealed in treated bags.

2. The linen closet in the Brown home looks like a "rat's nest." Mrs. Brown has assigned Betty the task of cleaning, organizing, and maintaining order in this area as the weekly linens are replaced. Describe eight steps of procedure Betty could follow.

Home Economics
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Lubbock, Texas

UNIT VIII

CARE OF CHILDREN

SUBJECT:	"This is the Way We Mind Our Tots..."
TASK:	Cares for children
OBJECTIVES:	Be able to (1) describe methods of child care to use when caring for children in the home (2) recognize need to follow instructions given by parents

It is sometimes necessary for a mother to be away from home or to leave her children with someone when she is staying in a hotel or motel. Before she can enjoy herself or have peace of mind, she must know that the children are safe and happy with someone she can trust. The person caring for the children plays a temporary role of mother substitute.

To prepare yourself for the job of taking care of children, you should read books and pamphlets about children of different ages, observe children at play, or help in a Sunday school or day nursery. Helping with younger children at home is good practice and beneficial if you realize that children are not all alike. Becoming familiar with first aid treatments gives you added confidence in your ability to stay with other people's children.

The housekeeping assistant employed in a home may be asked to care for the children while the mother is gone. Occasionally a housekeeping assistant in a motel is asked to care for the children of the guests. In this situation, it is recommended that the housekeeping assistant ask permission to arrive a few minutes early in order to get acquainted with the children. Being on time is necessary since parents must wait for her arrival before they can depart.

One's relationship with both the parent and child is important. Things will go more smoothly if everyone remains calm. Allowing a child to become even slightly upset before his parents leave could result in a morning, afternoon, or evening full of anxieties. It is common for a child to fret when his mother leaves. The housekeeping assistant should try to get the child interested in something before the mother leaves. Try to avoid making a big issue of her departure; make it seem like an ordinary occurrence. A great deal of kissing and waving only upsets the child who cannot understand why the mother is leaving and is not always mature enough to realize that she will return.

The person who is employed to care for children should be patient, kind, and understanding. Before the parents leave, she should find out:

1. Where and how parents can be reached
2. At what time they expect to return
3. Phone numbers: doctor, police, hospital, relative, or neighbor to contact in case of emergency
4. Where first aid supplies and fire extinguisher are located
5. Where children's clothing is kept
6. How to prepare food and when to feed children
7. How much play is allowed
8. Bedtime and sleeping habits
9. What to tell people who call
10. If anyone is expected such as servicemen, or relatives

THINGS TO REMEMBER

1. Be careful with all possessions; the simplest item may have special value to family members.

2. If you are allowed to watch T.V., keep the volumn low.

3. Ask permission before making telephone calls. Keep telephone calls brief so anyone trying to reach the residence can do so easily.

4. Ask permission before having company.

5. Eat only snacks specifically designated for you.

6. Do not assume anything.

7. Lock all doors securely.

8. Always be safety conscious.

9. Know emergency procedures in case of fire.

10. Report to the Police Department any strange happenings!

11. Call the Fire Department for emergency, first aid, or rescue squad. A composed and confident housekeeping assistant can contribute much toward calming and reassuring the children.

13. Be neat in appearance.

THINGS TO AVOID

1. Never leave a child alone.

2. Put the child in a safe place if the telephone rings. Do not answer the phone and leave child in the bath.

3. Do not go to sleep.

4. Do not allow anyone to enter the house unless the parent told you whom to expect and for what purpose.

5. Do not disucss the child or his family with other people.

6. Do not give out information about where parents can be located or what time they are expected to return. If you decide there is an emergency, you can take a message and contact them yourself.

7. Have pencil and paper handy for telephone messages or notes about unusual behavior.

8. Never give children any medicine or drugs unless you have written instructions.

CARING FOR THE INFANT

REFERENCE: Child Care Aide. Lubbock, Texas: Home Economics Instructional Materials Center, 1969. pp. A-173-199.

Caring for the Toddler

You may find that you are a captive audience when caring for a toddler. If he decides to wander, you should follow. You cannot afford to take you eye off him for one second.

It is a good idea to start preparing his food before he gets really hungry. He may want to feed himself, a procedure which often leaves much to be desired as far as table manners are concerned, or he may want you to feed him. Whatever combination pleases the child should be followed so he will eat enough. A hungry child is hard to manage.

A warm bath helps to relax a child who has perhaps had a busy morning or afternoon. If you do not give the child a bath, he should have a quiet play period before naptime. The toddler may need special attention, rather than scoldings, to help him get off to sleep.

Care of the Older Child

An older child may object to being left with a housekeeping assistant. Finding out what the child's interests are, discussing his hobbies, and/or participating in games with him will help him to accept you.

The major problem may be discipline. The idle child may test you or attempt to see what he can get away with. Always be a good sport. You will have better results with older children if you respect them as people. Ask for their suggestions and help with meal preparation, bedtime procedures, or recreational activities.

Basic Needs of Children

REFERENCE: Child Care Aide. Lubbock, Texas: Home Economics Instructional Materials Center, 1969. pp. A-36; A-65 to A-67.

Discipline

REFERENCE: Child Care Aide. Lubbock, Texas: Home Economics Instructional Materials Center, 1969. pp. A-69 to A-79.

Feeding Children

REFERENCE: Child Care Aide. Lubbock, Texas: Home Economics Instructional Materials Center, 1969. pp. A-101 to A-112.

Play

REFERENCE: Child Care Aide. Lubbock, Texas: Home Economics Instructional Materials Center, 1969. pp. A-116-117, 121-125, 130-137, 140-146.

Your biggest responsibility is to keep the child safe. Make sure his toys are safe ones. Remember, you should supervise play, not direct it. If you show a child how to use a toy, you limit his use of it; if he figures it out for himself, it will be more exciting and he may discover several uses for the toy. Try to select toys which are on the child's age and ability level.

QUESTIONS:

1. Whom should you allow into the house when baby-sitting?

2. When a baby objects to being diapered, what should you do?
   a. Wait until a later time
   b. Spank him
   c. Give up
   d. Divert his interest with a toy

3. Jane is sitting with a 9-month-old baby girl; she was told to put the baby in her crib, leave the room and the baby would go to sleep. If the baby continues to cry, Jane should
   a. check her diapers.
   b. check feeding schedule.
   c. try burping her.
   d. if all else fails, pick her up.
   e. All of these

4. What precaution do you need to take when sitting with a toddler?

5. Which statement would get the best results?
    a. "Jane, pick up every single toy, right this instant."
    b. "Jane, in a few minutes I'd like for you to show me where you keep your toys."

6. Sally (age 5) is busy getting into her mother's sewing equipment. Which would be the best approach?
    a. Make her leave the things alone.
    b. Punish her because she knows better.
    c. Thread a large needle for her to make doll clothes.

7. The answer for question six was selected because it
    a. suggests something for her to do.
    b. teaches her a lesson in behavior.

8. What is the importance of rest periods before mealtime?

9. What is the role of the adult in children's play?

ASSIGNMENTS:

I. Become familiar with stories, songs, and books which children enjoy.

II. Relate experiences in handling children who are timid, jealous, or angry. Analyze causes of these behaviors.

III. Compile a list of first aid treatments for children.

ANSWER SHEETS

FOR

INSTRUCTIONAL MATERIALS STUDY QUESTIONS

Answer Sheet
for
UNIT I-1

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Career Opportunities

NO STUDY QUESTIONS

ASSIGNMENT:

Investigate carrer opportunities in housekeeping by writing letters to the American Hotel and Motel Association, the National Executive Housekeepers Association, and American Hospital Association requesting additional information. The addresses are given on p. A-4. Show these letters to your teacher-coordinator before you mail them.

Answer Sheet
for
UNIT I-2

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: What Kind of a Housekeeping Management Assistant Would You Be?

NO STUDY QUESTIONS

ASSIGNMENTS:

I. What kind of a housekeeping assistant will you make? You can take stock of yourself and find out. Answer the following questions honestly, and see how you rate. (Student rates self on "What Desirable Characteristics Do You Have to Offer?")

II. A. From the characteristics listed below write down those that you like most in people and those you like least in other people.
   B. From the list you have made, pick out the ones that are most like you.
   C. Did any of the terms that describe you come from your list of least-liked characteristics? If so, make a plan for improvement in these areas and occasionally discuss your progress with your teacher.

III. What do the following terms mean to you?
   a. dependability?
   b. courtesy?
   c. tact?
   d. initiative?
   Explain how you can apply these characteristics at your training station. You may refer to Being a Housekeeping Aide, pp. 1-9 and 1-10 for examples, if you wish.

Answer Sheet
for
UNIT I-3

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Tasks and Responsibilities

1. a. Cleaning assigned areas to meet standards set by employer
   b. Using equipment and supplies properly
   c. Working in a safe manner

ASSIGNMENT:

Develop a check list for the daily and weekly tasks that you perform at your training station. Discuss with your teacher the kinds of information you need in order to be able to do a satisfactory job.

Answer Sheet
for
UNIT I-4

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Your Attitudes Are Showing!

1. a. Knock before entering, greet patient pleasantly.
   b. Explain why you have come to his room. Never return rudeness with an unkind remark.
   c. If physician or nurse comes in, stop your work, take equipment and leave.
   d. Do not enter patient's room if: patient is sleeping, eating, has visitors, is very ill, or the physician or nurse is treating the patient.
   e. Never discuss unpleasant topics.
   f. Do not talk about personal things.

2. a. Address all staff members by their last names with appropriate title.
   b. Report to your supervisor whenever you leave the unit for a coffee break, meal, or the end of a shift; report again when you return.
   c. Feel free to take problems and questions about your job to your supervisor.
   d. Let administrative and medical staff go ahead of you in and out of elevator, doors, and rooms.

3. All of them. (D would be adapted to "Let management, supervisory staff, and guests go ahead of you in elevators and doors.")

Answer Sheet
for
UNIT I-5

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Job Description and Business Policies

1. Social Security - payments from which one can receive benefits at time of retirement in the form of social security checks.

   Withholding tax - sum deducted from income figured on percentage basis of income earned and dependents.

   Savings, health or hospitalization insurance, Community Fund drives

2. Any of the following are acceptable:

   Advantages: Requires creative talent, is challenging, provides laundry service, meals, housing, annual sick leave, accumulative sick leave, health services, hospitalization insurance, paid vacations

   Disadvantages: Many interruptions, constant demands made upon time and strength

True or False

3. F

4. T

5. T

6. F

7. T

8. T

ASSIGNMENT:

Explain the policies of your training station regarding dress, absences, vacations, employee benefits.

Answer Sheet
for
UNIT I-6

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Telephone Etiquette

1. A. Alertness - give the impression you are wide-awake, alert and interested in the calling person.
   B. Expressiveness - no matter how attractive, sincere, or alert you are, people will never know if your telephone voice is a dull monotone.
   C. Naturalness - just be yourself. Use a vocabulary and tone of voice which truly expresses your own best self.
   D. Pleasantness - a pleasant, friendly voice on the telephone makes friends for you and your company.
   E. Distinctness - don't slur, speak clearly. Your lips should be about a half inch from the mouthpiece and should be used freely to form your words.

2. A. Greet caller pleasantly.
   B. Use the customer's name.
   C. Try to visualize the person.
   D. Be attentive.
   E. Take time to be helpful.
   F. Apologize for errors or delays.
   G. Say "thank you" and "you're welcome".

ASSIGNMENT:

Evaluate your "Telephone Know How" on pages 17 and 18 of the reference.

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Answer Sheet
for
UNIT II-1

MEET YOUR HELPERS--YOUR EQUIPMENT AND SUPPLIES

SUBJECT: Use, Care, and Selection of the Correct Equipment and Supplies

1. a. Follow manufacturer's instructions for operation and maintenance.
   b. Routine and systematic inspection and repairs.
   c. Replace promptly when faulty or ineffective.
   d. Keep clean at all times.
   e. Proper and adequate storage for equipment.
   f. Use appropriate equipment for each type of cleaning operation.
   g. Report faulty or ineffective equipment immediately to your supervisor.

2. A. Cleaning of brush:
      1. Rinse out in clear, cold water.
      2. Shake out excess water.
      3. If dirty, wash out in lukewarm cleaning solution and rinse.
      4. Let dry with bristles straight.

   B. Storage:
      1. Hang up.
      2. Be sure weight is not on bristles.
      3. If storing for long, protect by using moth balls or insecticides.
      4. Do not use when wet.
      5. Always hang--never stand a broom on straws.
      6. Don't use broom for scrubbing.
      7. Rotate as you use so that it will wear evenly.
      8. Store where air circulates.
      9. To hang on nail, use string loop on top of handle.

3. a. Hand
   b. Upright
   c. Tank or canister
   d. Light up-right

4. a. Germicides
   b. Dry cleaning compound
   c. Metal polish
   d. Alkali cleaner
   e. Glass cleaner
   f. Furniture polish
   g. Rug shampoo
   h. Fabric softener

5. (Any three of these answers) To find out:
   a. How much to use, how to use, where solution may be used
   b. Length of time solution should be in contact with surface
   c. Amount to be used for specified task
   d. Temperature of cleaning solution
   e. Scrubbing action
   f. Use of cleaning solution

6. A. Spread paper on floor under machine.
   Disconnect and empty bag, follow directions of particular machine; handle carefully to avoid spread of dust.
   Clean and replace bag.
   Fold newspaper and place in waste basket.
   B. Away from cleaned or patient care areas
   C. Daily
   D. Remove hose when not in use
   E. Report defective parts or performance to training sponsor.
   F. Clean and disinfect
   G. Check machine for frayed wires.
   Don't tinker with motor.
   Avoid sharp bends in hose.
   Do not pull tank with hose.

ASSIGNMENTS:

I. Plan and draw a simple diagram showing the organization of a storage closet where your supplies could be kept. Why is a plan important?

II. Which of the pieces of equipment discussed in Lesson 15, pages 2-19 of Being a Housekeeping Aide, do you use at your training station? What care do you give these pieces of equipment?

Answer Sheet
for
UNIT II-2

MEET YOUR HELPERS--YOUR EQUIPMENT AND SUPPLIES

SUBJECT: Safety Practices

1. Because they are in a position to observe more things than other employees
   They are responsible for both their own safety and that of others.

2. a. Dry Chemical Type - Burning liquid or live electrical fires
   b. Carbon Dioxide Type - Burning liquids, live electrical fires
   c. Pressurized Water Type - Combustible fires requiring cooling and quenching; never on electrical or burning liquids
   d. Soda-Acid Type - Combustible fires, such as those caused by paper, wood, excelsior, and cloth

3. a. Falls

4. e. All of these

5. Housekeeper

6. a. 1. Objects in corridors or on stairs
      2. Equipment and electric cords in traffic area
      3. Litter on floor
      4. Wet or oily floors
      5. Improper waxing or scrubbing of floors
      6. Climbing on unsafe objects

   b. 1. Keep corridors, stairs, and passageways clear.
      2. Properly mark wet areas.
      3. Clean up spills immediately.
      4. Properly clean and wax floors.

7. Lung damage or illness

8. Use the handle or push plate

9. A metal container partially filled with sand or water

10. Fire, cuts, contamination

11. d. Safety precautions and contents are given on label.

12. d. Keep a clean, dry pot holder available for use.

13. 1. Open door
    2. Stand to one side
    3. Strike match away from body
    4. Turn oven on
    5. Light the oven

14. d, a, b, c

15. a. Pick up with thickly folded damp paper.

16. b. Dry

17. b. Using a sturdy step stool.

18. d. All of these

19. Small; well-ventilated

20. b, d, e

21. Wear rubber gloves

22. To the right

ASSIGNMENTS:

I. List items to be included in an accident report at your training station. Show how this report can be of use in prevention of future accidents.

II. What is the procedure for reporting a fire at your training station?

III. What precautions can you take in your job to prevent fires?

IV. Make posters which illustrate proper and improper posture for some or all of the following activities: standing, sitting, squatting, lifting, turning, and reaching for objects.

V. Think through the duties you perform on your job. Which ones involve bending, lifting, carrying, reaching, pushing, and pulling? What principles of body mechanics (chapter 3, pp. 4-11, Being a Housekeeping Aide) could you apply to these duties?

VI. Using the information in this unit and the reference, make a check list of safety precautions which are applicable to your job. Rate yourself occasionally to determine your "safety rating."

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Answer Sheet
for
UNIT III-1

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: Procedures for Leaving and Entering Rooms

1. To protect the finish on the doors

2. Leave quietly; clean room later

3. CO------------check out-a guest or patient has left
   SO------------a stay-over guest
   OCC-----------indicates clothes or baggage in room
   V-------------indicates no clothes or baggage in room

4. Report it immediately to your supervisor

5. Date and room number

6. Across the doorway; supplies are easily accessible and no one can unexpectedly enter the room

7. Condition of the room
   Number of people who slept in the room
   Condition and amount of luggage

8. c. Place notation in "comment" column.

9. c. Cleaned the room

Answer Sheet
for
UNIT III-2

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: Preliminary Cleaning Tasks

1. Allows time for the bed to air
   Allows time for repair or replacement of mattresses or springs
2. To check for lost items and to prevent items from falling to the floor
3. Do not empty ashes into waste basket.
4. Turn upside down to empty; never put hand inside basket.
5. When room is air conditioned

Answer Sheet
for
UNIT III-3

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: Methods for Cleaning the Bathroom

1. a. Prevents spread of sickness
   b. Does not smell unpleasant
   c. Does not attract pests

2. a. Wash walls and woodwork.
   b. Clean the shower curtain.
   c. Scrub bathtub and shower stall.
   d. Wash medicine cabinet and mirror.
   e. Scrub the sink.
   f. Wash toilet.
   g. Wash miscellaneious furnishings, such as waste basket, scale.
   h. Wipe off towel rods and bars.
   i. Wash floor.
   j. Clean towels, rug or mat, soap, etc. as needed.

3. Bathtub, sink, toilet, floors

4. They dull and pit the surface--may damage permanently.

5. Prevents water spotting
   Water left standing breeds bacteria.

6. a. Clean wall tiles.
   b. Clean shower curtain.
   c. Clean and dry sliding glass shower doors.
   d. Clean and dry rubber mat.
   e. Clean fixtures, soap dish, grab bars, faucets, water mixer, shower head, chain and waste plug.
   f. Scrub tub.

7. Any five of the following: wrapped drinking glasses, shower caps, manicure sets, small cake of soap, facial tissues, toilet tissue, towels, wash cloths.

8. The number of guests the room accommodates

ASSIGNMENTS:

I. What improvements can you make in the general procedure you have been using for cleaning sinks at your training station?

II. What improvements can you make in the general procedure you have been using for cleaning toilets at your training station?

III. Make a list of equipment other than the permanent fixtures which must be cleaned at your training station. Tell how you would properly clean each of these. Example: soap and toothbrush holders, towel bars, medicine cabinets, linen or storage area, rubber bath mat, shower curtains, clothes hampers, mirror counter tops, shower doors.

Answer Sheet
for
UNIT III-4

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: "Once-Around" Bedmaking (All Areas)

1. To conserve energy and time

2. To prevent spreading of germs

3. A draw sheet

4. B
   A
   C, D
   E
   F
   H, I
   G
   J

5. Mitering; stays in place and is neat in appearance

ASSIGNMENT:

Make a bed by the method you ordinarily use and then by the "once-around" method. Ask someone to watch you and record the time spent, steps taken, and number of trips made around the bed. Multiply the number of steps for each method by 20 to estimate how many steps would be saved by a housekeeper who used the "once-around" method to make beds in 12-14 rooms a day. What was the difference in time for the two methods?

Answer Sheet
for
UNIT III-5

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: General Cleaning Tasks

1. c. Distributed evenly when closed.
2. The cord is not properly connected.
3. c. Scratches the furniture
4. Type of finish on furniture
5. d. All of these
6. a. Daily
7. 4 to 5
8. They could fall into the wrong hands.
9. Lobbies, lounges, public rest rooms
10. Be familiar with furniture placements recommended by supervisor.
11. A whisk broom
12. To check the light bulb and to be able to see better

ASSIGNMENTS:

I. What items are supplied for the comfort of the guest at your training station? Where is each of the items supposed to be placed?

II. Describe or draw the recommended placement of furniture in a room at your training station.

III. Prepare a check list you can use to evaluate the appearance of the room when you are through cleaning it.

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Answer Sheet
for
UNIT III-6

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: Supply Carts

NO STUDY QUESTIONS

ASSIGNMENT:

Plan the stocking of a supply cart based on a room check sheet used at your training station. Draw an illustration of the cart with the items arranged properly.

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Answer Sheet
for
UNIT III-7

MANAGEMENT OF YOUR DAILY DUTIES

SUBJECT: All Set--Let's Do the Dishes

1. a. Cold
   b. Hot
2. Keeps water free of food scrapes
3. a. Right to left for right handed people
   Left to right for left handed people
   b. Glasses and silverware
4. Left
   Left
5. b. Makes more suds
   c. Takes longer to rinse
6. d. All of these
7. b. More sanitary
8. ~~c. Saves energy~~ a, b, c
9. a. Rubber spatula
10. It turns out dishes which are hygienically clean.
11. Food particles may clog strainer, interfere with water spray action, and neutralize the chemical power of the detergent.
12. Use a double sink, a dish drainer, or a rinse pan.
13. b. The length of time the hot water is in contact with the dishes

ASSIGNMENT:

Analyze the procedure you use when washing dishes. What can you do to improve the organization of this task? (Refer to the references for ideas.)

Answer Sheet
for
UNIT IV-1

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

SUBJECT: Sanitation and Disinfection

1. Keeping germs out of wounds or destroying them, sterilizing instruments, and spraying the area around the wound with carbolic acid
2. Because a sick person's resistance to disease is lower than a healthy person's
3. Constant flow of visitors who bring germs into the building and staff members who work with many different patients may carry germs from one sick person to another.
4. a. They are invisible.
   b. They are present everywhere.
   c. They can create problems of cross-infection.
5. Small
6. Dark
7. 50-110 degrees F.
8. Body
   Human tissue
   Absorbed into the body and poison it
9. Toxins
10. Staphylococci
11. Very little
12. Carried on person or object
13. Dust carries bacteria; therefore, it should not be scattered during dusting and sweeping activities.
14. They need food, water, light, right temperature; some require oxygen.
15. They form hard shells which act as shields.
16. Smaller

17. It is possible to transmit them through the environment.

18. They die or remain dormant (inactive).

19. Maintenance of good health
    Daily bath
    Use of deodorant
    Clean fingernails
    Clean hair
    Regular change of clothing

20. a. Direct contact
    b. Inhaling organisms suspended in air (infection by droplet nuclei)
    c. Infection by contaminated dust

21. Destroying or slowing the growth of harmful organisms

22. a. Boiling
    Chemical disinfection
    Use of disinfectants
    b. Cover object with boiling water for 30 minutes
    c. Boiling

23. a. Kind of bacteria
    b. Kind of environment
    c. Cleanliness of area
    d. Time needed to destroy organism

24. 1. Must be cleaned of visible and invisible soil.
    2. Germs destroyed with disinfecting agents

25. Do not use dirty mops.
    Use different cloths for various tasks; do not re-use in next patient's room.
    Disinfect or launder wet mops at the end of the day.
    Keep mop water clean.
    Clean and store tools properly.

26. Floors, walls, and furniture

27. Because detergents neutralize disinfectants

ASSIGNMENTS:

I. Demonstrate or prepare a chart showing the proper technique for hand-washing.

II. What practices can you use on your job to control infections?

III. What disinfectants are used at your training station?

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Answer Sheet
for
UNIT IV-2

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

SUBJECT: Occupied and Discharge Rooms in Hospitals

1. a. Improve the sanitation of the environment
   b. Aid in control of bacteria and cross-infection
   c. Keep the area attractive

2. d. All of these

3. b. Bed

4. Dry-dust
   Damp-wipe with disinfectant-detergent solution
   Dry

5. c. The bottom sheet of new package is interfolded with top sheet of old package

6. Disinfectant-detergent solution
   Clean cloths
   Sponges
   Warm rinse water

7. c, e

8. Headboard, foot, side rails, underneath surfaces, bed casters, electrical cord, call light, and bedlight fixture

9. C

10. A

11. B

12. B

13. A

14. A

15. B

16. An unoccupied unit is one which has been vacant for more than a day and has been thoroughly cleaned. A discharge unit is one from which a patient has departed and which needs thorough cleaning and disinfecting.

17. To prevent build-up of dirt and keep it ready for a new patient at all times

18. a. Daily
    b. Periodically
    c. Daily
    d. Daily

19. Disinfection

20. All surfaces must be disinfected.

21. b. Ventilate

22. To take utensils to sterilizing room and bring back a clean sterile set

23. a. Fold linens and covers toward the center to avoid unnecessary spread of bacteria.
    b. Remove them and put in soiled linen hamper bag.
    c. Lay it by an open window.

24. a. More comfortable for the patient

25. Draw sheet

ASSIGNMENTS:

I. Compare the procedure and order of cleaning occupied and discharge units discussed in the reference with the procedure and order of cleaning required at your training station. Are there any major differences? If so, discuss these differences stating reasons for them.

II. List the supplies furnished the patient at your training station. Distinguish between the ones supplied by the housekeeping department and those furnished by some other department.

III. Review the procedures for cleaning sinks and toilets. Which of these suggestions could you use to improve your cleaning procedures?

IV. Using pp. 10:22-23 of *Being a Housekeeping Aide* as a guide, develop a check list you could use to evaluate the condition of the room when you have finished cleaning it.

V. If you are responsible for cleaning the operating room, X-ray and laboratory department, dietary department, laundry chute, or linen room, refer to the *Work Manual of the Executive Housekeeper in the Hospital*, pp. 18-19, and 24-26. Compare the procedures listed in the references and those you use. List any difference you have found between the references and your training station.

Answer Sheet
for
UNIT IV-3

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

SUBJECT: Isolation Units

1. Regular isolation attempts to prevent spread of infectious organisms from the room.
   Reverse isolation attempts to prevent infectious organisms from reaching an already ill or potentially ill person.

2. Contagious
   Communicable

3. a. A separate bed in a room protected from carriers of germs
   b. No visitors, only hospital personnel
   c. All personnel entering unit must wear a gown
   d. Hands washed properly
   e. Articles used by patient completely disinfected

4. Daily

5. Hands

6. Do not touch your uniform with your hands because they are contaminated.

7. Any four of the following:
   a. Wash hands before putting on or taking off mask.
   b. Cover mouth and nose with mask.
   c. Do not drop mask from face and then put on again.
   d. Do not wear mask dangling from neck.
   e. Do not place mask in pocket.
   f. Never wear mask outside patient's room.
   g. Change mask every 30 minutes, more frequently if it becomes moist.

8. To prevent spread of germs to other laundry
   To prevent contamination of laundry chutes and equipment
   To be sure contaminated linens will be treated to destroy germs

9. Two laundry bags are used for extremely contaminated linen. It is placed in one laundry bag inside isolation unit and then placed inside another bag outside isolation unit and sealed.

10. Extra care for disinfection is taken.

11. Everything used to clean in the contaminated area must be tagged. A different set of equipment and a new cleaning solution is used to clean each unit.

12. a. Manual cleaning
    b. Spray disinfection
    c. Fogging

13. To prevent dust from settling on the unmade bed

14. b. In all isolation units as they are cleaned.

16. a. Surgical cap over hair
    b. Vapor-proof glasses
    c. Moistened surgical mask
    d. Rubber gloves

16. It is quick and reaches hard-to-get-at corners.

17. Oxygen equipment
    Linen
    Contents of trash baskets

18. Center of the room

19. c. 30 minutes

20. a. Ethylene oxide sterilizer--place mattress in sealed container of ethylene oxide
    b. Disinfecting by hand--wipe plastic mattress cover with cloth dampened with disinfectant and pay special attention to seams and corners
    c. Spraying--spray with a good detergent disinfectant
    d. Airing--cover mattress with a clean sheet and transport to airing room

21. A procedure which allows the housekeeper to pour cleaning solution directly on the floor, spread it with a mop, and use the wet pickup vacuum to remove solution.

22. D, E, C, A, B, F

23. Begin at the back and work toward the door.

ASSIGNMENTS:

I. Practice handling contaminated linen according to the method described in the reference.

II. What method of terminal disinfection is used at your training station? Briefly describe techniques of using this method

Answer Sheet
for
UNIT V-1

MANAGEMENT OF YOUR OCCASIONAL DUTIES

SUBJECT: Care of Mattresses, Draperies, and Furniture

1. Crevice tool

2. Grease spots--absorbent powder
   Greasy soil--drycleaning fluids
   Food spills--detergent and water solution

3. Never turn a mattress alone.

4. Leather is cleaned with leather polish or saddle soap and vinyl with soap and water. Never use ordinary polish or wax on leather.

5. Up-and-down and side-to-side strokes to cover the entire surface

6. With the grain

7. Use an emery cloth or fine sandpaper and then polish with boiled linseed oil.

8. a. Dust, sponge with damp cloth, and dry and polish.
   b. Because they may scratch or remove the finish

9. a. Turn off the electricity and be certain hands are dry.
   b. You might receive a bad shock.

10. It might break when touched with the damp cloth.

11. Up-and-down and then side-to-side to make certain entire surface is cleaned.

12. A hospital
    It minimizes the spread of dust particles

13. Soap and water
    Wipe with damp cloth, apply liquid wax, and polish.

14. Because the circulation of air around the radiator carries dust to the window

15. Place paper under radiator.
    Wash with warm, soapy water.
    Use radiator brush for inner columns.

15. Upholstery or fabric attachment

17. Remove tiebacks.
    Close draperies.
    Start at top and work down.
    Pull pleats apart to reach all surfaces.
    Readjust drapes and tiebacks.

18. Non-oil base furniture polish or pastewax

19. Because it rinses off more easily

20. A detergent or commercial cleaner

Answer Sheet
for
UNIT V-2

MANAGEMENT OF YOUR OCCASIONAL DUTIES

SUBJECT: Methods for Washing Walls, Windows, and Woodwork

1. a. Decreases breeding places for bacteria
   b. Makes better impression on the public

2. Helps prevent streaking

3. c. Disinfects the wall

4. a. Rough-surfaced walls

5. Cuts grease

6. c. Treating scratch with cut nut meat
   d. Commercial stain

7. A chlorine bleach solution or mild scouring powder applied with an old toothbrush

8. In an inconspicuous place

9. The frames should be kept dry.

10. They should be continuous and go from top to bottom and then side-to-side.

11. a. Remove all shades, venetian blinds.
    b. Remove screens or put on prop rods.
    c. Clean window sill and frame.

12. Long-handled treated mop

13. Less sanitary--they stir up dust and air-born bacteria.

14. Any two of the following:

    Brushes are used in open areas.
    Handle would make it easier to use.
    Fewer trips would be required to complete task.

15. Use cardboard or cookie sheet next to woodwork.

16. Neutral
    Scouring powder

17. Become too wet
    Loosen

18. Ammonia
    Scouring powder, steel wool, abrasives, acids

19. Treated

20. High humidity tends to cause streaking.

21. From the bottom up
    Dirt clings to walls at downward angles, and brushing downward smears dust.

22. a. Side-to-side; up-and-down; circular
    b. They insure that no parts will be missed, and the circular motion is less tiring.

23. A gum eraser

24. Use long rhythmic strokes.

25. A dough-like wallpaper cleaner

26. A

ASSIGNMENT:

Select at least one of the cleaning tasks described in this section which you perform at your training station. Since collecting all necessary equipment and being familiar with the procedure to follow are keys to efficiency, list the equipment needed and the procedure to follow when performing this task.

Answer Sheet
for
UNIT V-3

MANAGEMENT OF YOUR OCCASIONAL DUTIES

SUBJECT: Methods for Cleaning Kitchen Equipment

1. C

2. B

3. A

4. D

5. a. Read directions on label.
   b. Spread newspaper on floor before starting.
   c. A clear water and vinegar solution
   d. Heat oven for a specific time and at the specified temperature.
   e. Keep away from eyes and skin.

6. Filter

7. Removes odors

8. a. Place a pan of hot water in the freezer.
   b. Do not scrape or punch with a sharp object.

9. A perculator brush

10. This causes ice cubes to stick.
    Rinse with warm water.

Answer Sheet
for
UNIT V-4

MANAGEMENT OF YOUR OCCASIONAL DUTIES

SUBJECT: Methods for Cleaning and Arranging Cabinets and Storage Areas

1. a. Storage space available
   b. Work to be done
   c. Areas where tasks are performed

2. Place items so they are
   a. easy to see (Examples will vary).
   b. easy to reach (Examples will vary).
   c. stored near place of first or most frequent use (Examples will vary).

3. Store unlike items individually--do not stack.
   Store like items together.

4. b. Reduce number of items to be stored.

5. Time is not wasted searching for items.

6. Wipe with damp cloth.
   Dry.
   Spray cloth with polish.
   Wipe cabinet front with treated cloth.

ASSIGNMENTS:

I. Mrs. Jones would like to have Julie straighten the clothes closets in the master bedroom. How could the rules of storage be applied to clothes closets? Help her make a plan for rearranging the items in Mrs. Jones' closet.

II. Make a plan for the efficient use of a particular storage area at your training station. Example: Kitchen cabinets, pantry, linen closet. Discuss your ideas with your teacher and employer.

Answer Sheet
for
UNIT VI-1

MAINTENANCE OF FLOORS

SUBJECT: Procedures for Cleaning Floors

1. c. Stir up dust and bacteria

2. a. Travel in front of dust mop

3. Damp

4. a. Wiping floor with a dry mop or wet-mopping with a cleaning solution
    b. Mopping small area where something was spilled
    c. Removing accumulated soil and old finish or wax

5. Chemical action of cleaning solution and physical action of mopping

6. e. All of these

7. "Figure-8"

8. Mopping removes loose, surface dirt.
    Scrubbing removes the dirt which has been ground in and involves rubbing, scouring, and the use of more water.

9. a. Put up "wet floor" signs.
    b. Do small areas at a time.
    c. Ask people to stay off wet areas.

10. a. Damp mopping
    b. Spot mopping
    c. Stripping
    d. Daily wet-mopping

11. a. Move furniture.
    b. Disconnect electrical equipment.
    c. Dust-mop to remove loose soil.
    d. Place wet-floor signs.
    e. Fill pails with water and detergent.

12. a. Prepare machine (water and detergent in dispenser tank).
    b. Wet-mop ledges and corners. A brush may help clean corners.
    c. Use scrubbing machine with a side-to-side motion. Work your way out of a room.

d. Allow for overlapping on each pass of machine.
e. Check with supervisor about use of special pads for heavily soiled areas.
f. Remove the dirty solution from the floor (use a mop or machine with vacuum).
g. Wipe off baseboards.
h. Care for equipment when task is completed.

ASSIGNMENTS:

I. If mopping floors is one of your tasks at your training station, practice the procedure for dust mopping described on p. 5:2 of Being a Housekeeping Aide.

II. Read pp. 48-49 in The Work Manual of the Executive Housekeeper in the Hospital. Select at least two causes and two remedies which could be applied at your training station.

Answer Sheet
for
UNIT VI-2

MAINTENANCE OF FLOORS

SUBJECT: Care of Different Types of Floors

1. a. Fill the pores, and keep dirt on surface
   b. Floors are harder to clean once they have become porous.
2. b
3. d, e
4. a
5. f, c
6. g
7. Masonry, woodlike, resilient, conductive
8. a. Resilient
   b. Use water based solutions and finishes.
   Usually do not require sealing
   Must be kept waxed
   Leave cleaning solution on for only a few minutes.
   Protect from heavy pieces of furniture.
9. Because they are porous
10. They are easily damaged by excessive water.
11. In hospitals in the surgical areas
    To minimize the danger of explosion
12. To keep everybody and everything at the same level of electrical charge
13. They may be dark but they usually look like other floors. Ask the supervisor to be sure.
14. b
15. c
16. a

17. a

18. b

19. c

20. c

21. A. The label will state, "Keep from freezing, do not shake."
    B. Asphalt tile, linoleum, rubber tile, vinyl tile, vinyl enamel

22. A. Naptha (dry cleaning odor)
    B. Wood, sealed cork, linoleum, vinyl tile, vinyl enamel

23. To produce a shine
    To provide a hard finish
    To give a longer lasting shine
    To give a non-slippery finish

24. Thin. This gives a hard, non-slippery finish to the floor which soils less easily.

ASSIGNMENTS:

I. Using the chart on pp. 6:12-17, Being a Housekeeping Aide, as a guide, make a floor care chart using the floor types found in your training station. Identify the kind of floors and procedures for their care.

II. Study the floor care chart; then if there are other housekeeping assistants in your class, ask questions about the information in the chart.

III. Determine which kind of wax you would use on the floors in your training station. Describe procedures to be used to wax the floor.

Answer Sheet
for
UNIT VI-3

MAINTENANCE OF FLOORS

SUBJECT: Methods for Cleaning and Shampooing Carpets

1. Grit and sand grind and damage the fibers so regular cleaning helps to protect the fibers and make them last longer.
2. Shaking them; it may break threads in the back of the rug.
3. b. Cut off
4. Back and forth motion with the nap of the rug
5. Because it is hard to completely disinfect them
6. 2 sq. ft.--to prevent solution from drying before it is scrubbed in
7. Wet shampoo
8. This may cause them to shrink and it lengthens drying time.
9. No, because it sets stains.
10. In light vacuuming, 3 strokes are used over one spot.
    In heavy vacuuming, 7 strokes are used over one spot.
11. a. Use minimum foam over entire area.
12. c. Avoids streaking
13. b. More scrubbing
14. It should be brushed to lift the pile.
15. Carpet is not out of use as long.
    Less time is involved for cleaning.
16. The dirt dissovles and soaks into the shampoo particles, which are then sucked up by the vacuum cleaner.
17. From top to bottom
18. 1. Physical action
    2. Detergent action

3. Solvent action
4. Chemical action

19. 1. Nature of material stained
    2. Cause of stain
    3. Proper removal agent

20. Be careful not to drive the stain deeper into the material being treated.

21. Identify the stain.
    Identify the carpet fiber.
    Determine cleaning compound to be used.
    Proceed with proper procedure.

22. Scrape or blot up excess food.

23. Use in small quantities in a well ventilated area.

24. a. Determine fiber content of carpet.
    b. Determine nature of stain or soil.
    c. Remove excess stain by blotting or scraping away surface soil.
    d. Pre-treat stain.
    e. Wet-shampoo according to directions.
    f. Allow to dry and vacuum to remove loosened soil and to raise pile.

25. Cold water
    Outside
    Center

26. Friction--scraping, rubbing, shaving
    Absorption--blotting with paper towel or using cornstarch, sponges, tissues, cotton, etc.
    Temperature--use heat to soften stain or ice to make it brittle enough to remove

27. Non-greasy

28. They may catch fire.
    They may be poisonous.
    They may dissolve the material being treated.

29. Bleach
    The fibers may be damaged or the dye fade.

ASSIGNMENT:

Make a stain removal chart suggesting methods of removing stains which you are likely to encounter at your training station. Use the chart in How to Care for Your Carpet as a guide.

Answer Sheet
for
UNIT VI-4

MAINTENANCE OF FLOORS

SUBJECT: Work Simplification Methods

1. Motions should be in a curved rather than a straight path.
   Because they take less time and are less tiring

2. A. 1, 2
   B. 1, 2, 3, 4, 5
   C. 1, 2, 3, 4
   D. 2
   E. 1, 2, 3

ASSIGNMENT:

I. List at least two jobs you do at your training station for each of the classifications of movements shown on p. 3:12 in Being a Housekeeping Aide.

II. List at least one way each of the ten principles of motion economy can be applied to tasks you perform at your training station.

III. Think through the procedure you use to perform one of your assigned tasks at your training station. How many of the ten rules of motion economy given in Being a Housekeeping Aide could be applied to that task? Describe how you could use these rules as you perform the task.

Answer Sheet
for
UNIT VII-1

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Methods for Sorting Laundry

1. C
2. A
3. B
4. C
5. A or B
6. C
7. A
8. C
9. C
10.

I	II
Blue denim jeans	Pink percale curtains
Black broadcloth blouse	Tan broadcloth blouse
Brown cotton slacks	Light grey oxford shirt
	Beige cotton skirt
III	**IV**
White muslin sheets	Red flannel shirt
White nylon slip	

11. A
12. A
13. A
14. B
15. A
16. B
17. A

18. B

19. The dark colors will pick up lint from the light fabrics and may cause the light fabrics to discolor or appear dingy.

20. c, a, b, d

21. This gives a better circulation of pieces during washing and decreases the amount of tangling which is likely to occur.

22. A

23. C

24. A

25. A

26. C

27. A

Answer Sheet
for
UNIT VII-2

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Use of Laundry Supplies

1. F
2. A
3. G
4. D
5. H
6. C
7. B
8. D
9. E
10. I
11. Built soap or syndet
12. Hot
13. 10-15 minutes
14. D
15. D
16. B
17. A
18. C
19. D
20. B

21. C

22. a. Fine fabrics and non-colorfast fabrics
    b. Fabrics with normal or heavy soil; excellent for removal of heavy, greasy soil
    c. Woolens, fine fabrics, and lightly soiled clothing
    d. Fabrics with normal or heavy soil

23. a. Synthetic detergents
    b. Any four of the following: Ad, All, Ajax, Spin, Dash, Cold Power, Salvo, Vim

24. Syndet

25. C

26. A

27. E

28. B

29. D

30. Chlorine

31. Hot

32. a. Oxygen
    b. Chlorine
    c. Chlorine
    d. Oxygen
    e. Oxygen
    f. Chlorine

33. Dilute with warm water before adding to wash cycle; do not pour directly over clothes.

34. Oxygen

35. Bead bluing

Answer Sheet
for
UNIT VII-3

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Use of a Washing Machine

1. a, c, d, f
2. Soil washed from the clothes
3. Less soap is required
4. Wringing and spinning
5. Agitator and cylinder
6. 4 minutes
7. Group I: c, a, e, d, b
   Group II: b, e, a, c, f, d
   Group III: c, a, d, b
8. c. Report it to your supervisor.
9. c. Read the attached instructions.
10. E
11. A
12. D
13. C
14. B

Answer Sheet
for
UNIT VII-4

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Use of a Dryer

1. Excessive wrinkling and shrinkage

2. Terry cloth

3. Lint trap

4. Different drying times

5. a. Wool shirts

6. a. It saves time and energy used in transporting and hanging clothes
   b. It saves ironing time - many modern fabrics require little or no ironing after tumble drying.
   c. Families with young children get more use of clothing before it is outgrown because garments can be washed, dried, and reworn more frequently within a given period of time.
   d. Clothing picks up less pollen than when dried outdoors for persons allergic to pollen.

7. a. Shorter
   b. Longer
   c. Longer
   d. Shorter

8. Time control dial

9. Drying basket

10. Lint trap

11. B

12. C

13. A

14. B

15. A

16. Lower

Answer Sheet
for
UNIT VII-5

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Procedures for Washing Special Articles

1. a. Hot water (140° F. or above) and a mild soap or detergent
   b. 10 minutes
   c. If you add bleach be sure that any residue is removed to protect the baby's tender skin from irritations. An extra rinse with a full tub of water is advisable.

2. a, c, e, g

3. a. One should not use chlorine bleach on spandex-based garments because it causes yellow discoloration of the garment.
   b. Warm water

4. a. True
   b. False: Spinning does not damage fine wires.
   c. False: Disconnect removable electrical parts before washing.
   d. False: Fill washer with warm water before adding the blanket.
   e. False: Dry blanket 10 minutes in the automatic dryer to insure uniform drying.

5. Use warm water at the level required for the load. Add a small amount of nonprecipitating water conditioner. The soap film on the curtain dissolves and furnishes detergent for washing. Use slow agitation and spin speed. Agitate five minutes and spin out water. Fill tub and rinse again. Add water conditioner to the second rinse water also, to completely remove soap film. Hang the curtain back in the shower to dry.

6. a. A written guarantee that they are washable
   b. Specific washing directions

7. Turn them inside out and/or place them in a mesh bag.

Answer Sheet
for
UNIT VII-6

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Work Simplification in Ironing and Pressing

1. Any six of the following:
   a. Work in area with good light.
   b. Follow lengthwise threads to prevent excessive stretching of knits.
   c. Press on wrong side.
   d. Use a press cloth.
   e. Use a steam iron.
   f. Press with care around plastic buttons and zippers.
   g. Carefully set temperature control.
   h. Test temperature on seam allowance.

2. d. A zippered bag for dampened clothes

3. b. Wash cold iron with soap and water.

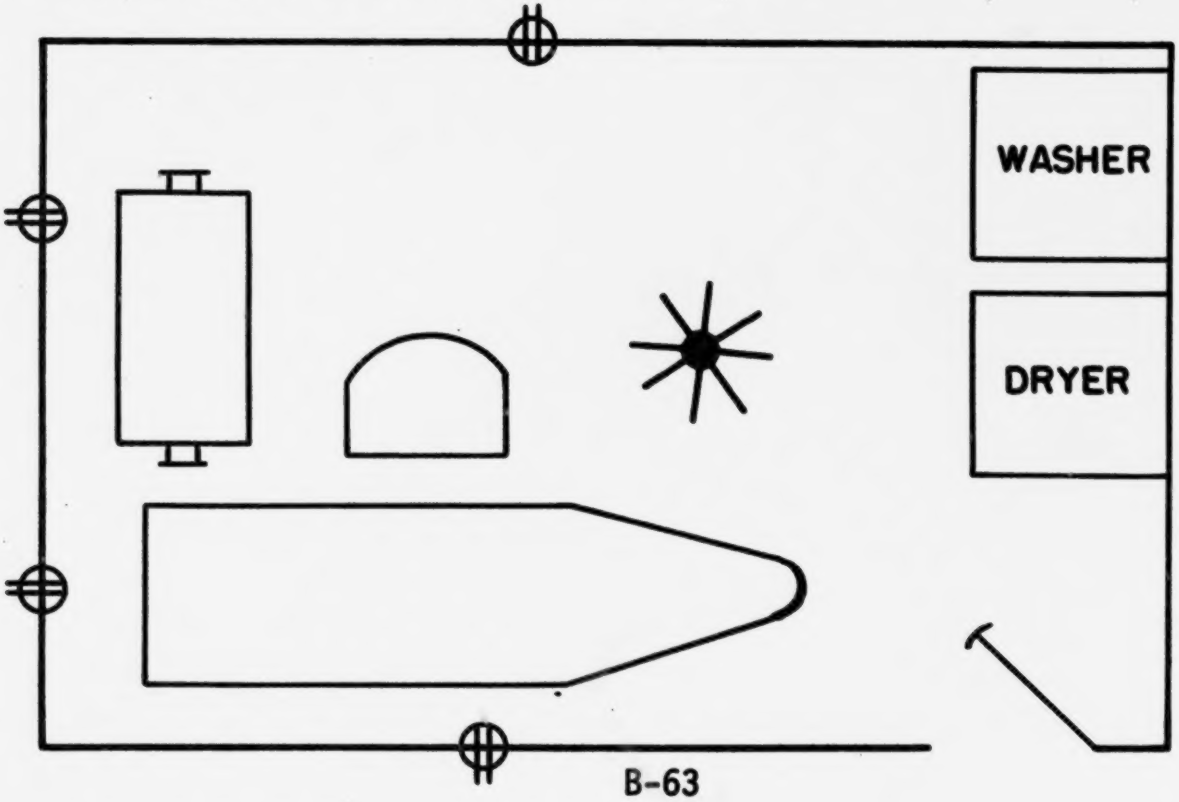
4. c. Use hand and arm pressure to increase effectiveness.

5. c. Front

6. Lowest

7. Dacron, nylon, wool, cotton, linen

8.



ASSIGNMENTS:

I. Experiment at home or at your training station with the method of ironing a shirt or blouse as suggested in the study guide. Analyze this procedure and apply all motion study techniques to ironing another garment. Record the new techniques discovered in sequence performed. Turn this assignment in to your teacher.

II. A. Which of the work simplification techniques listed in this unit do you use, either at home or at your training station?
    B. Select two or three of the techniques you have not used which you could put into practice at your training station or at home.

Answer Sheet
for
UNIT VII-7

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Procedures for Folding and Storing Linens and Clothing

1. Best Method--B
   Reasons:
   1. Textiles should be stored in ventilated room.
   2. Room should be cool and dry.
   3. Linens should be protected from sunlight, insects, and chemical fumes.
   4. Wrapping protects blankets from sunlight and dust.

2. Check with Mrs. Brown to learn her basic pattern of organization.
   Remove all articles from closet.
   Wipe shelves, corners to remove dust.
   Use moth spray.
   Spread clean papers on shelves.
   Wipe or vacuum baseboards and floors.
   Fold items to fit shelves.
   Stack like items together.

Answer Sheet
for
UNIT VIII

CARE OF CHILDREN

SUBJECT: "This Is the Way We Mind Our Tots..."

1. No one unless specified by parent
2. d. Divert his interest with a toy
3. e. All of these
4. Never take your eye off him
5. b. "Jane, in a few minutes I'd like for you to show me where you keep your toys."
6. c. Thread a large needle for her to make doll clothes.
7. a. Suggests something for her to do.
8. Give the child a chance to settle down; a relaxed person has a better appetite.
9. Supervising--occasionally lending a hand if requested. May actually participate with older child.

ASSIGNMENTS:

I. Become familiar with stories, songs, and books which children enjoy.

II. Relate experiences in handling children who are timid, jealous, or angry. Analyze causes of these behaviors.

III. Compile a list of first aid treatments for children.

UNIT TESTS

Home Economics
Instructional Materials Center
Lubbock, Texas

I-1,2,3,
4,5,6

UNIT I TEST

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

1. The need for executive housekeepers throughout the country is
   A. limited.
   B. slowly expanding.
   C. endless.

2. Self-evaluation is
   A. unnecessary if conferences are held with one's employer.
   B. recommended primarily for beginning employees.
   C. a means of improving work habits and attitudes.

3. Which of the following is not one of the major categories of tasks and responsibilities of the housekeeping management assistant?
   A. Working with the guests and/or patients
   B. Using equipment and supplies properly
   C. Cleaning assigned areas to meet specified standards

4. Which of the following items is automatically withheld from an employee's paycheck?
   A. Contributions to Community Fund drives
   B. Social security payments
   C. Savings plan contributions

5. Which of the following is not a benefit given to most executive housekeepers?
   A. Paid vacations
   B. Free hospital care
   C. Annual sick leave

Write the letter on your answer sheet of the procedure which applies to each of the rules of telephone etiquette in questions 6-9.

RULES	PROCEDURE
6. Identify yourself	A. Remain calm and friendly Avoid blaming others for mistakes that are made
7. Take messages accurately	B. Be ready to talk as soon as you lift the receiver
8. Handle complaints tactfully	C. Offer caller a choice between waiting or having call returned
9. Take calls for others courteously	D. Give the name of your establishment and your name
	E. Repeat information given by the caller to be sure it is correct

Which of the attitudes described in question 10-16 would contribute to success as a housekeeping management assistant? On your answer sheet,

Write "A" if the attitude would lead to success.
Write "B" if the attitude would not lead to success.

10. After Betty got a raise and Jean did not, Jean decided it was because the supervisor liked Betty better than she did her.

11. When Carol's supervisor suggests that she do things in a different way, Carol is willing to follow her suggestions.

12. Sally was behind in her assignments at school so she called her employer and told him she was sick and could not come to work.

13. Jane had finished the tasks assigned to her, but noticed that Sue was still busy. Jane asked Sue if there was anything she could do to help her.

14. Mary is hesitant about telling people that she works in a hospital housekeeping department because she does not think it is a very important job.

15. Kay feels that she knows her supervisor quite well, so she addresses her by her first name.

16. When Connie plans to leave her work area at break time, she reports to her supervisor when she leaves and when she returns.

UNIT II TEST

MEET YOUR HELPERS--YOUR EQUIPMENT AND SUPPLIES

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

1. An apple pie spilled over during baking. Which type of cleaner should be used?
   A. Abrasive
   B. Alkali
   C. Synthetic

2. The most effective cleaner to combat germs in a hospital room is a
   A. synthetic detergent.
   B. drycleaning solvent.
   C. germicide.

3. Static electricity can be reduced by using which of the following in the laundry procedure?
   A. Unbuilt soap
   B. Fabric softener
   C. Water conditioner

4. Brass or copper objects should be cleaned with
   A. metal polish.
   B. an abrasive cleaner.
   C. a glass cleaner.

5. Brushes which are used to clean corners and baseboards should be stored
   A. in a hanging position.
   B. so the weight is on the bristles.
   C. upside down.

6. Which of the following statements about the use and care of vacuum cleaners is true?
   A. The filter should be cleaned once a week.
   B. The bag should be emptied into a wastebasket.
   C. The tank should be cleaned and disinfected once a month.

7. Some paper and rags in a waste basket caught fire when a cigarette was dropped in the container. Which type of fire extinguisher should be used?
   A. Dry chemical
   B. Carbon dioxide
   C. Soda-acid

8. The cord of an electric vacuum cleaner caught on fire. The three fire extinguishers below were available to use. Which one would put out the fire?
   A. Dry chemical
   B. Pressurized water
   C. Soda-acid

9. The responsibility for accident prevention in any establishment is up to
   A. the manager and supervisor.
   B. all employees and management.
   C. the supervisor and specified employees.

10. The housekeeping management assistant can help to prevent accidental falls by
    A. picking up litter or other objects on the floor.
    B. using self-polishing wax on the floors.
    C. waiting until time to mop the floors to clean up spills.

11. Which of the following is not a hazard of handling trash improperly?
    A. Fire
    B. Muscle strain
    C. Cuts

12. Ash trays should be emptied into
    A. the wastebasket.
    B. the toilet.
    C. a metal container.

13. When lighting a gas range, which of the following steps should be done last?
    A. Strike match
    B. Turn oven on
    C. Open door

14. When plugging a cord into an appliance, it should be
    A. plugged into the outlet first and then into the appliance.
    B. plugged into the appliance first and then into the outlet.
    C. plugged into the appliance and outlet at the same time.

15. Cleaning fluids should be used in
    A. small quantities in a well-ventilated room.
    B. large quantities in a closed room.
    C. medium quantities in a semi-ventilated room.

16. Which of the following practices would help to prevent muscle strain and fatigue?
    A. Use the back muscles when lifting heavy objects.
    B. Carry small, heavy objects in front of the body rather than to the side.
    C. Bend the knees and kneel when performing a task near the floor.

17. Collisions on stairways can be reduced by walking
    A. in the center.
    B. to the left.
    C. to the right.

18. When operating electrical equipment, it is important that hands be kept
    A. dry.
    B. wet.
    C. covered.

19. When using cleaning solutions containing strong chemicals, it is important that one
    A. dilute them with water.
    B. work in a well-ventilated room.
    C. wear rubber gloves.

Labels on cleaning supplies provide valuable information needed for using the product. For questions 20-23, write on your answer sheet
"A" if the information is usually included on the label.
"B" if the information is not usually included on the label.

20. Types of surfaces which may be cleaned with the product
21. Amount of the product to use
22. Directions for use of the product
23. Length of time solution should be in contact with the surface being cleaned

In questions 24-28, match the type of vacuum cleaner with the task to be performed.

TASK	VACUUM CLEANER
24. Stains	A. Light-upright
25. Carpets and rugs	B. Hand
26. Surface dirt on floors	C. Upright
27. Walls	D. Tank or canister
28. Car interior	

UNIT III TEST

MANAGEMENT OF YOUR DAILY DUTIES

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

1. Mary is working at a large hotel. Each day when she reports for work, she goes to the linen room to pick up all but one of the following:
   A. cart of supplies.
   B. list of rooms.
   C. uniform.

2. When Mary starts pushing her cart down the hall toward the rooms she is to clean, she should
   A. walk softly down the hall.
   B. sing or hum a happy tune.
   c. carry on a conversation with her friend Sue.

3. Items found in the room after the patient or guest has left should be tagged and turned in to the lost and found department. Information on the tag should include
   A. the room number.
   B. the date and the room number.
   C. the room number and a description of the item.

4. If a "Do Not Disturb" sign has been on a door all day, the housekeeping assistant should
   A. check the room to see if anything is wrong.
   B. report it to the housekeeper.
   C. report it to the manager.

5. One should knock on the doors only with the knuckles because this
   A. protects the finish on the door.
   B. protects the fingers.
   C. provides a softer noise.

6. Mary knocked on the door of a room and heard no response. She unlocked the door, opened it, and saw a man using the telephone. Which of the following should Mary do?
   A. Call another maid to enter the room with her.
   B. Enter the room and begin cleaning it.
   C. Leave quietly, closing the door behind her.

7. Mary needs to indicate on her Room Report Sheet that she found a guest in a room. Beside the room number she should write
   A. baggaged.
   B. filled.
   C. occupied.

8. Mary keeps her supplies easily accessible when she is working in a room by placing the
   A. cart in the room.
   B. cart across the door.
   C. cart along the wall next to the door.

9. If the letters "CO" were written next to a room on a Room Check Sheet, the room should be cleaned
   A. immediately.
   B. after the guest leaves.
   C. the next day.

10. As linens are removed from a bed, they should be
    A. folded carefully toward the center.
    B. shaken over the bed.
    C. shaken over the floor.

11. Which of the following is not a reason for stripping beds soon after entering rooms?
    A. Allows time for bed to air
    B. Allows time for repair of mattress, if necessary
    C. Allows time for mattress to disinfect

12. What is the most important reason for keeping a bathroom clean and sanitary?
    A. To prevent spread of infection
    B. To remove unpleasant odors
    C. To please the customer

13. Sinks and tubs should not be cleaned with
    A. harsh abrasives.
    B. detergent solutions.
    C. disinfectants.

14. After they are cleaned, bathroom fixtures should be
    A. allowed to air dry.
    B. wiped dry.
    C. rubbed with polish.

15. The "once-around" method of making a bed saves
    A. money.
    B. energy.
    C. linens.

16. When the "once-around" method of bed-making is used, one should finish
    A. the right side before moving to the left.
    B. the left side before moving to the right.
    C. either A or B.

17. Pillows should be placed inside pillow cases using hands only because
    A. germs may be spread by tucking pillow under the chin.
    B. lipstick or make-up may be transferred to pillow.
    C. the pillow case will remain wrinkle-free.

18. When making a bed, the corners of sheets and blankets should be
    A. rounded.
    B. squared.
    C. mitered.

19. Dry-dusting furniture
    A. scratches the finish.
    B. saves time.
    C. polishes the surface.

20. At the end of the day, pass keys should be
    A. taken home.
    B. left on the cart.
    C. returned to the housekeeper.

21. A visitor usually forms his first impression of a motel from the appearance of the
    A. public rest rooms.
    B. lobby.
    C. rooms.

22. A well-organized supply cart
    A. increases the efficiency of the employee.
    B. takes an increased amount of time to stock.
    C. looks neat, but has little effect on performance of tasks.

23. Cooking utensils covered with fat should be soaked in
    A. hot water.
    B. warm water.
    C. cold water.

24. The work flow for hand washing dishes for right-handed people should be from
    A. left to right.
    B. right to left.
    C. either A or B is all right.

25. Which of the following is not a reason for scraping dishes before putting them in the dishwasher?
    A. Food particles may clog the strainer.
    B. Food particles may interfere with water spray action.
    C. Food particles may cause spotting.

26. When washing dishes by hand, it is most important that
    A. sufficient amounts of detergent be used.
    B. hot rinse water be used.
    C. a clean dish towel be used for drying.

UNIT IV TEST

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

1. Hospital sanitation is most essential because
   A. visitors may pick up germs.
   B. a sick person's resistance to disease is low.
   C. hospital employees may become ill.

2. Beateria grow most rapidly in areas where it is
   A. well-lighted.
   B. semi-lighted.
   C. dark.

3. The temperature range in which bacteria grow most rapidly is
   A. 30° to 50° F.
   B. 50° to 110° F.
   C. 110° to 130° F.

4. The form of bacteria carried on the skin is called
   A. toxin.
   B. botulism.
   C. staphylococci.

5. Which of the following is not true about bacteria?
   A. They can move long distances by themselves.
   B. They can be carried from one area to another by a person.
   C. They are distributed when dust is scattered during dusting and sweeping activities.

6. Clean surfaces in a hospital
   A. increase bacterial growth.
   B. retard or halt bacterial growth.
   C. have little effect on bacterial growth.

7. The most effective method of disinfection against spores is
   A. boiling.
   B. use of chemicals.
   C. use of disinfectants.

8. Disinfectants should not be mixed with other detergents or chemicals because
   A. the mixture may be explosive.
   B. they should not be diluted.
   C. detergents neutralize disinfectants.

9. Which of the following is not a necessary step in disinfecting a surface?
   A. Treat with a fogging machine.
   B. Destroy germs with a disinfectant.
   C. Remove all visible and invisible soil.

10. Which of the following procedures would help to control the spread of infection?
    A. Use the same mop water for rooms in the same vicinity.
    B. Use the same cloth for various cleaning tasks.
    C. Use different cloths for cleaning different room..

11. The method of disinfection selected for a particular job will depend upon
    A. the amount of money available.
    B. the kind of bacteria.
    C. the amount of time for cleaning.

12. Hospital furniture should be washed with
    A. soap and hot water solution.
    B. a disinfectant-detergent solution.
    c. a syndet and lukewarm water solution.

13. The method of cleaning to use for the bathroom floor is
    A. damp-dust.
    B. wash and dry.
    C. wet-mop and rinse.

14. The bedside table should be cleaned using which method?
    A. Damp-dust
    B. Wash and dry
    C. Wet-mop and rinse

15. An unoccupied unit is one
    A. which has been vacant for more than a day and has been thoroughly cleaned.
    B. from which a patient has departed and which needs to be cleaned.
    C. which has been vacant for more than a week and needs to be disinfected.

16. How often do the floors in unoccupied rooms need to be dusted with a treated mop?
    A. Periodically
    B. Weekly
    C. Daily

17. Which surfaces in a discharge unit need to be disinfected?
    A. Those with which the patient came in contact
    B. The bed, bedside table, and bathroom
    C. All surfaces in the room

18. The first step in cleaning a discharge unit is to
    A. remove the linens.
    B. ventilate the room.
    C. empty wastebaskets.

19. When removing bed linens from a bed in a discharge unit, one should
    A. shake them to check for articles left behind by the patient.
    B. fold them toward the center and put them in the soiled linen hamper bag.
    C. pull them from the bed and put them near the doorway.

20. The purpose of regular isolation is to
    A. prevent spread of infectious organisms from the room.
    B. prevent infectious organisms from reaching the patient.
    C. prevent infectious organisms from entering the hospital.

21. When the isolation technique is used,
    A. visitors may enter the room only at specified times.
    B. articles used by the patient are washed with hot, soapy water.
    C. all personnel entering the unit must wear a gown.

22. An occupied isolation unit should be disinfected
    A. daily.
    B. weekly.
    C. when the patient checks out.

23. The most important thing to remember when removing an isolation gown is not to touch
    A. the isolation gown with your hands.
    B. your uniform with your hands.
    C. your face with your hands.

24. When using a mask in an isolation unit, one should
    A. change masks every ten minutes.
    B. wear mask from one room to the next.
    C. cover nose and mouth with mask.

25. Which of the following is not a method of terminal disinfection?
    A. Spray disinfection
    B. Manual cleaning
    C. Boiling

26. When cleaning a discharge isolation unit, the bed should be made
    A. before the floors and furniture are dusted.
    B. after the floors and furniture are dusted.
    C. after the entire room has been cleaned.

27. A fogging machine should be placed so the fog is aimed at the
    A. ceiling.
    B. center of the room.
    C. floor.

28. After fogging, a room should be left undisturbed for
    A. ten minutes.
    B. twenty minutes.
    C. thirty minutes.

29. Which of these tasks should be performed first when cleaning an occupied isolation room?
    A. Fill dispensers
    B. Remove soiled linen
    C. Damp-dust furniture

30. When dust-mopping a room
    A. begin at the door and work toward the center.
    B. begin at the back and work toward the door.
    C. begin in the center and work toward the sides.

UNIT V TEST

MANAGEMENT OF YOUR OCCASIONAL DUTIES

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

1. When mattresses need to be turned, the housekeeping assistant should
   A. do it alone.
   B. ask for help.
   C. let the house boys do it.

2. Furniture upholstered with leather should be cleaned with
   A. soap and water.
   B. furniture polish.
   C. saddle soap.

3. The motion to use when polishing wood furniture is
   A. with the grain of the wood.
   B. against the grain of the wood.
   C. a circular motion.

4. Which of the following methods would not remove mars or scratches from furniture with a natural finish?
   A. An emery cloth and boiled linseed oil
   B. Fine sandpaper and boiled linseed oil
   C. Furniture polish and boiled linseed oil

5. Metal furniture should be cleaned with
   A. a damp cloth.
   B. saddle soap.
   C. a strong abrasive.

6. When changing light bulbs, the electricity should be
   A. left on.
   B. turned off.

7. Light bulbs should be cleaned
   A. while they are still warm.
   B. while they are hot.
   C. after they have cooled.

8. Venetian blinds in hospitals are usually vacuumed, instead of dusted, because vacuuming
   A. is faster.
   B. does a better job of cleaning.
   C. minimizes the spread of dust particles.

9. The recommended direction for vacuuming draperies is
   A. from top to bottom.
   B. from bottom to top.
   C. from side-to-side.

10. Wood finishes with a high luster should be polished with
   A. non-oil cream-type wax.
   B. non-oil base furniture polish.
   C. boiled linseed oil.

11. Upholstered furniture should not be cleaned with
   A. a soap solution.
   B. a detergent solution.
   C. a commercial cleaner.

12. Walls should be washed from
   A. side-to-side.
   B. the bottom to the top.
   C. the top to the bottom.

13. The reason for the procedure selected in question 12 is that it
   A. reduces fatigue.
   B. keeps the area cleaner.
   C. prevents streaking.

14. Wall washing machines are best for use on
   A. tile walls.
   B. brick walls.
   C. rough painted surfaces.

15. The addition of ammonia to wall washing solutions helps to
   A. soften the water.
   B. cut grease.
   C. increase shine.

16. Which of the following would be least effective for cleaning seams in a tile bathroom?
   A. A chlorine bleach solution
   B. A detergent solution
   C. A mild scouring powder

17. The motion recommended for washing windows is from
   A. top to bottom.
   B. side-to-side.
   C. top to bottom and then side-to-side.

18. Which tool would hospitals probably use for cleaning corridors?
   A. Vacuum cleaner
   B. Long-handled treated mop
   C. Long-handled floor brush

19. Marble should be cleaned with
    A. water and ammonia.
    B. scouring powder.
    C. an abrasive.

20. Walls should not be dry-dusted on hot, humid days because
    A. the walls tend to streak.
    B. it is more tiring for the employee.
    C. it is hard on the brush.

21. The direction for dusting walls is
    A. the opposite of that for washing walls.
    B. the same as that for washing walls.
    B. a matter of personal preference.

22. When cleaning walls or ceilings, the motions used
    A. have no effect on the degree of fatigue felt by the employee.
    B. have little effect on the degree of fatigue felt by the employee.
    C. have a noticeable effect on the degree of fatigue felt by the employee.

23. The outside enameled surface of a range should be cleaned when it is
    A. hot.
    B. warm.
    C. cool.

24. The reason for the answer you selected for question 23 is that
    A. enameled surfaces chip easily when hot.
    B. grease film is removed best from a cool surface.
    C. warm surfaces will not cause steam burns.

25. A fresh grease spill in a broiler should be
    A. allowed to burn off.
    B. wiped up with a paper towel.
    C. wiped up with a damp cloth.

26. Which of the following statements about use of a commercial oven cleaner is not correct?
    A. The oven should be heated after it has been cleaned.
    B. A detergent solution should be used to rinse the oven.
    C. Rubber gloves should be worn when applying the cleaner.

27. What is used when cleaning the interior of refrigerators to remove odors?
    A. Ammonia
    B. Detergent
    C. Baking soda

28. Ice cube trays should be cleaned by
    A. rinsing in warm water.
    B. washing with hot water and soap.
    C. rinsing in cold water.

29. The defrosting process in a refrigerator can be speeded up by
    A. placing a pan of hot water in the freezer.
    B. scraping the ice off with a knife.
    C. using an ice pick.

30. Mary is rearranging items in Mrs. Brown's cupboard. Unlike items should be
    A. placed near the front of the cupboard.
    B. stacked inside one another, when possible.
    C. stored individually.

31. In a closet, items which are used most often should be stored
    A. near the front.
    B. on the top shelves.
    C. to one side.

32. Paneled wood cabinets should be cleaned with a
    A. detergent solution.
    B. paste wax.
    C. polish.

For each of the statements about a storage plan with which you agree, write A on your answer sheet. Write B if you disagree with the statement.

33. A storage plan reduces the time spent finding items.

34. A storage plan increases the time spent putting items away.

35. A storage plan is likely to help in keeping items in better condition.

Match the type of cleaner to be used on upholstered furniture with the types of soil listed in questions 36-38.

TYPES OF SOIL	CLEANER
36. Grease spots	A. Detergent solution
37. Greasy soil	B. Absorbent powders
38. Food spills	C. Drycleaning fluids
	D. Hot water

UNIT VI TEST

MAINTENANCE OF FLOORS

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

1. The motion recommended for mopping floors is
   A. circular.
   B. a figure "8".
   C. an "S" movement.

2. Mopping differs from scrubbing in that mopping
   A. removes ground-in dirt.
   B. removes loose, surface dirt.
   C. involves rubbing and scouring.

3. The most important reason for finishing (waxing) a floor is to
   A. protect the floor with a thin film.
   B. reduce infection-causing bacteria on the floor.
   C. provide a gloss on the floor.

4. The purpose of sealing a floor is to
   A. remove loose surface dirt.
   B. fill pores in the floor surface.
   C. remove coat of finish.

5. The most common type of floor is resilient. Which of the following statements is true about care for this type of floor?
   A. Solvent-base waxes and finishes should be used.
   B. They usually require sealing.
   C. Cleaning solutions should be left on for only a short time.

6. Wood floors should be cleaned with
   A. products other than water.
   B. small amounts of water.
   C. large amounts of water.

7. In what areas of a hospital are conductive floors used?
   A. In patient rooms
   B. In corridors
   C. In operating rooms

8. Conductive floors are used because they
   A. minimize the danger of explosion.
   B. are easy to keep free from bacteria.
   C. stand up well under hard wear.

9. Which of the following is not an example of a resilient floor?
   A. Linoleum
   B. Vinyl
   C. Ceramic tile

10. Which of the following is an example of a masonry floor?
    A. Hardwood
    B. Terrazzo
    C. Asphalt tile

11. Water-base waxes can be identified by this statement on the label:
    A. Do not use on asphalt or rubber.
    B. Caution, combustible.
    C. Do not shake.

12. Solvent-base waxes can be used on all but one of the following floors:
    A. Wood
    B. Asphalt
    C. Cork

13. Before a floor is scrubbed, it should be
    A. dry-dusted.
    B. disinfected.
    C. wet-mopped.

14. Floors which have been waxed with a heavy coat are usually
    A. shiny.
    B. slippery.
    C. resistant to soil.

15. Regular cleaning of carpets
    A. helps to make them last longer.
    B. has little effect on the length of time they last.
    C. causes them to wear somewhat faster.

16. Carpets are most commonly used in
    A. motels.
    B. hospitals.
    C. nursing homes.

17. The most thorough method of cleaning carpet is
    A. vacuuming.
    B. dry shampooing.
    C. wet shampooing.

18. Soaking carpets during shampooing
    A. helps to get them clean.
    B. may cause them to shrink.
    C. is likely to cause spotting.

19. If your supervisor told you to heavy vacuum a carpet, how many times would you go over the same spot?
    A. 3
    B. 5
    C. 7

20. When shampooing heavily soiled spots on a carpet, it is necessary to
    A. use more cleaning solution.
    B. increase the amount of scrubbing.
    C. leave the solution on the carpet longer.

21. Overlapping each stroke when shampooing carpets
    A. wastes shampoo.
    B. avoids streaking.
    C. lengthens drying time.

22. Drycleaning the carpet
    A. is not as effective a method of cleaning as wet shampooing.
    B. takes longer than wet shampooing.
    C. is less expensive than wet shampooing.

23. When cleaning a stained area, work from
    A. the outside of the stain to the center.
    B. the center of the stain to the outside.
    C. in a circular motion the size of the stain.

24. Liquid detergents are effective for use in removing
    A. greasy stains.
    B. non-greasy stains.
    C. food stains.

25. Which of the following is not a physical action method of stain removal?
    A. Blotting with a paper towel
    B. Using heat to soften the stain
    C. Using a detergent

26. Improper use of a bleach for stain removal may
    A. spread the stain.
    B. cause a fire.
    C. damage the fabric.

27. Which of the following is not true about the use of solvents for stain removal?
    A. They may dissolve the fabric.
    B. They may be poisonous.
    C. They may cause the fabric dye to fade.

28. A dried-up clump of dirt should be removed from a carpet by
    A. chemical action.
    B. physical action.
    C. solvent action.

29. Which task would require the use of the most body members?
    A. Folding linen
    B. Mopping
    C. Dusting a table top

30. Which of the following is not true about practicing the principles of motion economy while doing housekeeping tasks?
    A. It increases the time required to complete the task.
    B. It reduces strain on muscles and joints.
    C. It makes work less tiring.

The following cleaning tasks need to be performed. Which procedure should be used for each of the tasks listed in questions 31-35?

TASKS	PROCEDURE
31. Light, accumulated soil in patient room	A. Damp mopping
32. Spill on hall floor	B. Spot mopping
33. Removal of old wax	C. Stripping
34. Dusty floor	D. Daily wet-mopping
35. Tracks on kitchen floor	

Home Economics
Instructional Materials Center
Lubbock, Texas

VII-1,2,3,4,
5,6,7

UNIT VII TEST

MANAGEMENT OF LAUNDRY PROCEDURES

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

1. In sorting clothes, which of the following would most likely be classified in the heavy soil group?
   A. Ladies' orlon sweaters
   B. Ladies' cotton slacks
   C. Child's play clothes

2. According to color and fabric, which of the following items would not be washed in the same load with the others?
   A. Pink percale sheets
   B. Red flannel shirt
   C. Tan broadcloth blouse

3. Which of the following types of items should be washed in lukewarm (95-100 degrees) water?
   A. Colorfast shirt
   B. Dacron blouse
   C. Linen tablecloth

4. Which of the following features would not be found on the operation panel of the automatic washer?
   A. Water temperature
   B. Size of load
   C. Speed of washing and spinning

5. Soaking in cold running water removes which of the following stains?
   A. Blood
   B. Candlewax
   C. Fingernail polish

6. It is recommended that articles in the same wash load vary in
   A. size and shape.
   B. size but not shape.
   C. shape but not size.

7. Which of these loads of wash should be washed first?
   A. Dark colors
   B. Pastels
   C. Heavily soiled articles

8. Chocolate stains can be removed by soaking in
   A. hot water.
   B. warm detergent solution.
   C. cold water.

9. A mild syndet, warm water, and short washing time would be used for
   A. linens.
   B. lingerie.
   C. color-fast cottons.

10. Which of the following is a heavy-duty soap?
    A. Cheer
    B. Rinso
    C. Dash

11. Which of the following is a mild syndet?
    A. Ivory Snow
    B. Joy
    C. Oxydol

12. Non-colorfast fabrics can best be laundered with
    A. light-duty, unbuilt soaps.
    B. heavy-duty, built soaps.
    C. light-duty, unbuilt syndets.

13. Which of the following would be least effective for use with normal or heavily soiled fabrics?
    A. Heavy-duty, built soaps
    B. Light-duty, unbuilt soaps
    C. Heavy-duty, built syndets

14. An example of a low-sudsing product is
    A. Cheer.
    B. Oxydol.
    C. Dash.

15. When the water is hard, it is usually better to use a
    A. syndet.
    B. soap.
    C. silicate.

16. Which of the following bleaches is an oxygen bleach?
    A. Purex
    B. Hilex
    C. Snowy

17. Chlorine bleach is not safe for use on
    A. Dacron and nylon garments.
    B. white cotton garments.
    C. spandex-based garments.

18. Which of the following statements about the use of chlorine bleaches is true?
    A. They should be added directly to the wash water.
    B. They should be diluted with warm water.
    C. They should be poured on the clothes.

19. Which of these procedures in operating a washer would you perform first?
    A. Add soap or syndet.
    B. Set timer.
    C. Push control to start washing action.

20. Which of the following is not a method of extracting water from clothes in washing machines?
    A. Agitating
    B. Wringing
    C. Spinning

21. Overdrying clothes in an automatic dryer causes
    A. shrinkage.
    B. excessive wrinkling.
    C. both A and B.

22. The drying process will be hampered if one forgets to clean the
    A. drum.
    B. lint filter.
    C. control panel.

23. Delicate fabrics like lingerie should not be dried with towels because they require
    A. a different temperature setting.
    B. different drying times.
    C. both A and B.

24. Which of the following does not apply to the laundering of wash-and-wear fabrics?
    A. Allow to rest in dryer 10 minutes after drying process.
    B. Wash with moderate agitation.
    C. Wash with warm water.

25. In the laundering process of electric blankets, one should
    A. dry in an automatic dryer.
    B. agitate 10 minutes.
    C. use hot water.

26. Plastic items should be washed in
   A. hot water.
   B. lukewarm water.
   C. cold water.

27. Which of the following would not help to reduce pilling of wash-and-wear garments during laundering?
   A. Turn inside out.
   B. Put in a mesh bag.
   C. Wash in a separate load.

28. Which of the following factors would not contribute to convenience and conservation of energy while ironing?
   A. Using spray starch
   B. Sitting to iron
   C. Having clothes uniformly dampened

29. Equipment should be arranged when ironing so that which of the following items are within arm's reach?
   A. Basket of clothes
   B. Hanging rack
   C. Both A and B

30. Which of the following parts of a man's shirt would be ironed first?
   A. Back
   B. Collar
   C. Sleeve

31. When ironing a variety of fabrics, start with the ones that need to be ironed at
   A. low temperatures.
   B. medium temperatures.
   C. high temperatures.

32. Which of the following would be ironed at the highest temperature?
   A. Nylon
   B. Cotton
   C. Polyester

33. Linens should be stored in
   A. a well-ventilated, cool room.
   B. an air-tight, warm room.
   C. a cool, damp room.

34. Which of the following statements about the care of linens is true?
   A. Do not let damp linens lie together over a period of time.
   B. Pour bleach directly on linens to keep them white in appearance.
   C. Use linens for quick wipe up tasks because they are so absorbent.

35. Sheets, tablecloths, and other large items should be folded
   A. crosswise first and then lengthwise.
   B. in half either lengthwise or crosswise and then in thirds.
   C. lengthwise first and then crosswise.

Which laundry product would serve each of the purposes listed in questions 36-40?

PURPOSE

36. Reduces wrinkling and static electricity
37. Removes stains and eliminates yellowing
38. Covers gray and yellow discoloration of clothes
39. Removes soil and contains chemical compounds
40. Produces deep, lasting colors in fabrics

LAUNDRY PRODUCT

A. Bleach
B. Bluing
C. Fabric softener
D. Soap
E. Synthetic detergent
F. Dyes
G. Tints

UNIT VIII TEST

CARE OF CHILDREN

Select the letter of the phrase which correctly completes the statement. Choose only one answer for each item.

Jane is working for Mrs. Jones in the afternoons. On Wednesday, she keeps the children (girls, age 18 months and 5 years) while Mrs. Jones goes to the grocery store and runs errands. How will Jane solve the following problems?

1. A repair man arrives, unexpectedly, to take the television in for repairs. She should
   A. let him examine the TV.
   B. ask him to come another time.
   C. check the TV to see if something is wrong.

2. The five-year-old wants to go outside. Jane should
   A. take the toddler with her.
   B. leave the toddler in her crib.
   C. get the toddler interested in something inside before she leaves.

3. A lady calls to find out when Mrs. Jones will return. Jane should
   A. give her the number where she can be reached.
   B. tell her what time to call back.
   C. take a message so Mrs. Jones can return the call.

4. It is time for the five-year-old to pick up the toys. Jane should
   A. demand immediate action.
   B. give a five minute warning.
   C. pick up the toys herself because the child may miss a few.

5. When Mrs. Jones returns, she asks that Jane take the five-year-old outside to play. If the child asks Jane to participate, she should
   A. refuse.
   B. give directions to the child.
   C. follow the child's suggestions.

6. Children react better to
   A. suggestions.
   B. demands.
   C. threats.

7. A small child may fret when the parent leaves. The sitter should
    A. let him watch the parents depart so he can wave bye-bye.
    B. get the child interested in something before parents leave.
    C. let the child behave as he pleases.

8. Before the mother leaves it is most important that Jane find out
    A. where the mother can be reached.
    B. where the children's toys are.
    C. what to do if the children misbehave.

ANSWER KEYS
FOR
UNIT TESTS

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I-1,2,3,
4,5,6

Answer Key
for
UNIT I TEST

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

1. C
2. C
3. A
4. B
5. B
6. D
7. E
8. A
9. C
10. B
11. A
12. B
13. A
14. B
15. B
16. A

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Answer Key
for
UNIT II TEST

MEET YOUR HELPERS--YOUR EQUIPMENT AND SUPPLIES

1. B
2. C
3. B
4. A
5. A
6. C
7. C
8. A
9. B
10. A
11. B
12. C
13. B
14. B
15. A
16. C
17. C
18. A
19. C
20. A
21. A

22. A

23. A

24. B

25. C

26. A

27. D

28. B

Answer Key
for
UNIT III TEST

MANAGEMENT OF YOUR DAILY DUTIES

1. C
2. A
3. B
4. B
5. A
6. C
7. C
8. B
9. B
10. B
11. C
12. A
13. A
14. B
15. B
16. C
17. A
18. C
19. A
20. C
21. B

22. A

23. A

24. B

25. C

26. B

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IV-1,2,3

Answer Key
for
UNIT IV TEST

MANAGEMENT OF DAILY DUTIES IN HOSPITALS

1. B
2. C
3. B
4. C
5. A
6. B
7. A
8. C
9. A
10. C
11. B
12. B
13. C
14. A
15. A
16. C
17. C
18. B
19. B
20. A
21. C

22. A

23. B

24. C

25. C

26. A

27. B

28. C

29. A

30. B

Answer Key
for
UNIT V TEST

MANAGEMENT OF YOUR OCCASIONAL DUTIES

1. B
2. C
3. A
4. C
5. A
6. B
7. C
8. C
9. A
10. B
11. A
12. B
13. C
14. A
15. B
16. B
17. C
18. B
19. A
20. A
21. B

22. C
23. C
24. A
25. B
26. B
27. C
28. A
29. A
30. C
31. A
32. C
33. A
34. B
35. A
36. B
37. C
38. A

Answer Key
for
UNIT VI TEST

MAINTENANCE OF FLOORS

1. B
2. B
3. A
4. B
5. C
6. A
7. C
8. A
9. C
10. B
11. C
12. B
13. A
14. B
15. A
16. A
17. C
18. B
19. C
20. B
21. B

22. A

23. A

24. B

25. C

26. C

27. C

28. B

29. B

30. A

31. D

32. B

33. C

34. A

35. B

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VII-1,2,3,4
5,6,7

Answer Key
for
UNIT VII TEST

MANAGEMENT OF LAUNDRY PROCEDURES

1. C
2. B
3. B
4. B
5. A
6. A
7. B
8. C
9. B
10. B
11. B
12. A
13. B
14. C
15. A
16. C
17. C
18. B
19. A
20. A
21. C
22. B
23. C
24. A
25. A
26. B
27. C
28. A
29. C
30. C
31. A
32. B
33. A
34. A
35. C
36. C
37. A
38. B
39. E
40. F

Answer Key
for
UNIT VIII TEST

CARE OF CHILDREN

1. B
2. A
3. C
4. B
5. C
6. A
7. B
8. A

REFERENCES REQUIRED
FOR USE WITH
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REFERENCES REQUIRED FOR USE WITH INSTRUCTIONAL MATERIALS FOR HOUSEKEEPING MANAGEMENT ASSISTANT

	UNITS							
	I	II	III	IV	V	VI	VII	VIII
BOOKS:								
Fitzsimmons and White. *Management for You.*			X		X		X	
HEIMC. *Child Care Aide.*								X
Hospital Research and Educational Trust. *Being a Housekeeping Aide.*	X	X	X	X	X	X		
PAMPHLETS:								
American Telephone and Telegraph Company. *Win More Friends by Telephone.*	X							
Daily Maintenance of Public Washrooms.			X					

	UNITS							
	I	II	III	IV	V	VI	VII	VIII
Department of Housing and Urban Development. Simplified Housekeeping Directions for Homemakers.			X		X			
The Dishwashing Book.			X					
Huntington Laboratories. The Work Manual of the Executive Housekeeper in the Hospital.				X				
The Laundry Book.							X	
Lever Brothers. Stain Removal Chart.							X	
Pfeiffer and Voegele. The Correct Maid for Hotels.			X					
U.S. Department of Agriculture. A Clean Refrigerator for a Clean House.			X					